BlackBerry Curve 9310/9320 Smartphones

Help

Version: 7.1

BlackBerry®

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New in BlackBerry 7.1

BlackBerry 7.1 enhances the BlackBerry experience with new functionality and innovative apps.

Wi-Fi calling
If your wireless service provider supports Wi-Fi calling and you subscribe to this service, you can make and receive calls over the Wi-Fi network. For more information, see Wi-Fi calling, 197.

Mobile Hotspot mode
When you turn on Mobile Hotspot mode, you can use your smartphone as a mobile hotspot so that other Wi-Fi enabled devices can use the mobile network connection on your smartphone. For more information, see Mobile Hotspot mode, 200.

Before you use your smartphone in Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones.

FM Radio
You can use the FM Radio app to listen to radio stations on your smartphone. You can scan for stations, create favorite stations, and you can listen to the radio using a wired headset or the speakerphone. For more information, see FM Radio, 120.

Emergency alert messages
If your wireless service provider or organization participates in CMAS, you can receive emergency alert messages (presidential, imminent threat to safety of life, and amber alert messages) on your smartphone. For more information, see Emergency alert messages, 85.

New in BlackBerry 7

BlackBerry 7 includes a number of exciting new features and services, as well as some enhancements to existing features.

BlackBerry ID
A BlackBerry ID is an email and password that you create that gives you convenient access to BlackBerry products and services. After you create your BlackBerry ID, you can log in to any BlackBerry product that supports BlackBerry ID. For example, with BlackBerry ID you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones. For more information, see About the BlackBerry ID, 7.

Voice enabled search
Looking for something? You can now use your voice to search for help, contacts, documents, pictures, videos, and more on your BlackBerry smartphone and on the Internet. For more information, see Search for an item using voice enabled search, 219.

Home screen customization
Customize the home screen even more by hiding panels you don't use regularly, and hiding icons in specific panels or all panels. For more information, see Show or hide a home screen panel, 16 and Show, hide, or find an application icon, 17.

Touch-free call answering
You don't need to use your hands to answer calls when you use a Bluetooth enabled headset or a wired headset! Now you can set your smartphone to answer calls automatically after 5 seconds. For more information, see Change how you answer calls with a headset, 63.

Bluetooth enhancements

You can now send multiple pictures at once using Bluetooth technology. For more information, see Send a file, 88.

Conveniently send and receive a contact card (also known as a vCard) using Bluetooth technology, and save the received contact card into your smartphone's contact list. For more information, see Send contact cards using Bluetooth technology, 149.

Picture enhancements
When you rotate pictures in JPEG and PNG formats, the pictures are saved automatically in the rotated view.

Sort pictures from either newest to oldest, or oldest to newest, to see a slide show in the order that pictures were taken.

You can now view pictures in a slide show using transitions such a sliding, zooming, and panning. For more information, see Change your slide show options, 119.

About the BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use a single email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry App World storefront and keep apps you downloaded when you switch smartphones.

When you set up your BlackBerry smartphone, you might be required to create a BlackBerry ID. You can also create a BlackBerry ID from within an app that uses BlackBerry ID, or by visiting www.blackberry.com/blackberryid.

Some services and apps that support BlackBerry ID require you to re-enter your login information after a certain amount of time has passed if you are not actively using the app. You might also be required to re-enter your BlackBerry ID login information if you change any of your BlackBerry ID information, if you delete all the data on your smartphone, or if you update your BlackBerry Device Software on your smartphone.

Related information
Create a BlackBerry ID, 183
Change your BlackBerry ID information, 183

Visit the Setup application

The Setup application helps you learn about navigation and typing, change options to personalize your BlackBerry smartphone, and set up network connections, such as Bluetooth connections. You can also set up email addresses and social networking accounts. The Setup application should appear automatically the first time that you turn on your smartphone.
1. If the Setup application does not appear automatically, on the Home screen or in a folder, click the **Setup** icon.
2. Click a section to change options or to complete a short series of prompts that help you set the options.

Important keys

Keys on the front of your BlackBerry smartphone	
Trackpad	• Slide your finger to move around the screen. • Press (click) to select an item.

Keys on the front of your BlackBerry smartphone		
		• Press and hold to open a pop-up menu.
	Menu	• Open a menu.
		• Select a highlighted menu item.
		• Press and hold to switch applications quickly.
	Escape	• Return to the previous screen.
		• Close the menu.
	Send	• Make a call.
		• Answer a call.
	End/Power	• End a call.
		• Return to the home screen.
		• Press and hold to turn on or turn off your BlackBerry smartphone.

Keys on the top of your smartphone		
	Lock	Lock the keyboard.

Keys on the right side of your smartphone		
	Volume/Mute	• Press the middle key to mute a call or mute the volume.
		• Press the top and bottom keys to change the volume.
		• Press and hold the top or bottom key to play the next or previous media file.
		• Before you take a picture or record a video, press the top or bottom key to zoom in or out.
	Right convenience key	• If supported, press to open the camera. To take a picture, press the convenience key again.
		• You can also customize this key.

Keys on the left side of your smartphone		
	Left convenience key	• If supported, press to open BBM.
		• You can also customize this key.

Keyboard		
⇧aA	**Shift**	Capitalize letters.
alt	**Alt**	Type the alternate character on a key.
sym	**Symbol**	Open the symbol list.
del ←	**Backspace/Delete**	Delete the previous character or a selected item.
↵	**Enter**	Select an item.
◁))	**Speakerphone**	Turn on or turn off the speakerphone during a call.

Flashing LED

The LED on the top of your BlackBerry smartphone flashes different colors to indicate different statuses.

Flashing LED color	Description
Green	You're in a wireless coverage area. You can turn on or turn off this notification.
Blue	Your smartphone is connected to a Bluetooth enabled device. You can turn on or turn off this notification.
Red	A new message has arrived and your selected profile is set to notify you using the flashing LED. If you're using your smartphone with a smart card, your smartphone is accessing data on the smart card.
Amber	The battery power level for your smartphone is low, or your smartphone is turned off and is charging. You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your smartphone. If your smartphone is turned off, the LED changes to a solid green color when the battery is fully charged.

Related information
Turn on flashing LED notification for wireless coverage, 175
Turn off or turn on the Bluetooth connection notification, 209

Icons

Application icons

You can access your applications by clicking the icons on the home screen and in folders on the home screen. The initial view of the home screen displays icons for only some of the available applications. To view more application icons on the home screen, click **All**.

Depending on your BlackBerry smartphone model, administrator, and wireless service provider, some applications might not be available. You might be able to download some applications from the BlackBerry App World storefront.

To see a full icon guide, go to www.blackberry.com/docs/smartphones. Click your smartphone model, then click the *Icon Guide*.

Setup

	Setup		Enterprise Activation
			Activate a work email account using the BlackBerry Enterprise Server.
	Options		

Power and lock

	Password Lock		Power Off

Messages

	Messages		Saved Messages
	Added email address		Added work email address
	Text Messages		

Instant messaging

	Instant Messaging folder		BBM
	Some applications might appear in this folder including applications that you download.		

	Windows Live Messenger for BlackBerry smartphones		AOL Instant Messenger Service for BlackBerry smartphones
	Google Talk for BlackBerry smartphones		Yahoo! Messenger for BlackBerry smartphones

Applications

	Browser		Manage Connections
	Maps		Help
	Password Keeper		Voice Dialing
	Applications folder Some applications might appear in this folder, including applications that you download.		

Media

	Media folder		Videos
	Pictures		Music
	Ring Tones		Voice Notes
	Camera		Video Camera
	Voice Notes Recorder		Podcasts

Personal organizer

	Contacts		Calendar
	Tasks		MemoPad
	Clock		Calculator

Files

	Documents To Go		Files

Social networking and mobile purchasing

	BlackBerry App World		Social Feeds
	Facebook for BlackBerry smartphones		Twitter for BlackBerry smartphones

BlackBerry Device Software update

	A software update for the BlackBerry Device Software is available.		A software update for the BlackBerry Device Software is being downloaded.
	A software update for the BlackBerry Device Software is ready to be installed.		A software update for the BlackBerry Device Software is stopped.

Sounds and alerts

	Normal profile		Phone Calls Only profile
	Loud profile		Custom profile
	Medium profile		Silent profile
	Vibrate Only profile		All Alerts Off profile

Games

	Games folder Some applications might appear in this folder, including applications that you download.		BrickBreaker
	Word Mole		

Home screen icons

These icons are status indicators that appear at the top of the home screen.

Depending on your BlackBerry smartphone model and wireless service provider, some of these icons might not appear.

⊛	New item To clear this icon, open each item that has this indicator.	◉	Update is available in the BlackBerry App World storefront
↗	Sending data	▣	New item in the Social Feeds application
↙	Receiving data	▮	System is busy
ⓑ	New BBM item To clear this icon, open each chat that has this icon.	👥	New BBM Groups item
△	Roaming	3✉	Unread message count
⏰	Alarm is set	3📞	Missed call count
31	Calendar reminder count	✳	Bluetooth technology is turned on
📶	Wi-Fi technology is turned on		

Message inbox icons

These icons indicate the type or status of each message in your inbox.

Depending on your BlackBerry smartphone model and wireless service provider, some of these icons might not appear.

✉	Unread message	ⓑ	New BBM item To clear this indicator, open each chat that has this indicator.
✉	Read message	ⓑ	BBM chat is open
📝	Draft message	👥	New BBM Groups item
📁	Filed message	📶	New RSS item
📎✉	Message with an attachment	)))	Message is being sent
!✉	Message is high priority	✗	Message has not been sent

	Text message with an attachment		Message has been sent
	Text message	D	Message has been delivered
R	Message has been read		

Related information
Hide the new or unread message indicator, 68

Battery power level icons

These icons appear at the top of the Home screen and at the top of the screen in some applications.

	Full battery		Battery is charging
	Low battery		

Typing icons

These icons appear in the upper-right corner of the screen when you type.

	CAP lock (capital letter lock)		Multi-tap mode
123	NUM lock (number lock)	FR	Current input language
alt	Alt mode		

Phone icons

These icons appear at the top of the home screen and in the Phone application.

	Missed call		Received call
	Placed call		Voice mail message

Calendar icons

These icons appear when you highlight a calendar entry.

	Event reminder		Recurring appointment
	Meeting reminder		Exception for recurring appointment
	Notes		

Camera icons

These icons appear at the bottom of the screen in the camera. You can click these icons.

	View pictures		Geotagging is turned on
	Geotagging is turned off		Take another picture
	Flash is turned on		Flash is turned off
	Automatic flash mode		Scene mode

Video camera

These icons appear at the bottom of the screen in the video camera. You can click these icons.

	Start recording		Pause recording
	Send video		Rename video
	Delete video		

Your Home screen

Home screen at a glance

Battery power level

Change your ring tone or alerts

Notification view
See upcoming appointments, new
messages, and other notifications

Navigation bar
Click to see more icons
Slide left or right for more panels

Wireless indicators
Click to manage wireless connections,
Wi-Fi®, Bluetooth® technology, or alarm
clock

Search
Search your entire smartphone,
including help, messages, music, the
Internet, and more

Use a picture as your smartphone wallpaper

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Browse to a picture.
3. Press the [icon] key > **Set As Wallpaper**.

Related information
My display changed, 0

Add a shortcut to your home screen or Favorites panel

You can add a shortcut to give yourself quick access to items such as frequently used websites, contacts, applications, files, podcast channels, or media categories.

1. Browse to a website, or highlight the item that you want to create a shortcut for.
2. Press the [icon] key > **Add to Home Screen**.
   - To change the name of the shortcut, type a new name.
   - To change the location where the shortcut appears, change the **Location** field.
   - To add the shortcut to your Favorites panel, select the **Mark as Favorite** checkbox.
3. Click **Add**.

Show or hide a home screen panel

1. On the home screen, press the [icon] key > **Manage Panels**.
2. Select or clear the checkbox for each panel.
3. Press the [icon] key > **Save**.

Show, hide, or find an application icon

Depending on your theme, you might not be able to hide some application icons. You can also hide optional BlackBerry Device Software updates.

On the home screen or in a folder, do any of the following:

- To see all your application icons, on the navigation bar, click **All**.
- To hide an application icon, highlight the icon. Press the [::] key > **Hide Icon**. If the icon appears in other panels, you can hide the icon in all panels or in the current panel only.
- To show all hidden application icons, press the [::] key > **Show All Icons**.
- To stop hiding an application icon, highlight the icon. Press the [::] key > **Unhide Icon**.
- To hide the [↑] icon, click the **Options** icon. Click **Device** > **Software Updates**. Highlight a software version. Press the [::] key > **Hide**.
- To show all hidden BlackBerry Device Software updates, click the **Options** icon. Click **Device** > **Software Updates**. Press the [::] key > **Show All**.

Related information

My display changed, 0

Move an application icon

1. On the Home screen or in an application folder, highlight an application icon.
2. Press the [::] key.
   - To move the application icon to a different location on the Home screen, click **Move**. Click the new location.
   - To move the application icon into an application folder, click **Move To Folder**. Click an application folder.
   - To move the application icon out of an application folder, click **Move To Folder**. Click **Home** or an application folder.

Change where apps that you download appear

To find your downloaded apps more easily, you can set them to appear in a certain folder, including folders you create.

1. On the home screen, press the [::] key > **Options**.
2. Change the **Downloads Folder** field.
3. Press the [::] key > **Save**.

Change themes

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Screen Display**.
3. In the **Theme** section, click a theme.
4. Click **Activate**.

To delete a theme, click the theme. Click **Delete**.

Related information

About downloading apps with the BlackBerry App World, 20

Set the number of icons that appear on the Home screen

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Home Screen Grid Layout** field.
4. Press the ⊞ key > **Save**.

Change what happens when you type on the Home screen

Depending on your typing input language, you might not be able to use shortcut keys to open applications.

1. On the Home screen, press the ⊞ key > **Options**.
   - To search your BlackBerry smartphone or the Internet when you type on the Home screen, change the **Launch by Typing** field to **Universal Search**.
   - To open applications when you press shortcut keys, change the **Launch by Typing** field to **Application Shortcuts**.
2. Press the ⊞ key > **Save**.

Add a message that appears when your smartphone is locked

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message on Lock Screen**.
3. Type the text that you want to appear on the screen when your smartphone is locked.
4. Press the ⊞ key > **Save**.

Related information

Feature availability

The following items affect the availability of features on your BlackBerry smartphone. The features discussed are meant as examples, and are not inclusive of every feature that might or might not be available on your smartphone.

Smartphone model

Features such as GPS, the camera and video camera, and network connection options are dependent on your smartphone model. To find feature specifications for your smartphone model, visit www.blackberry.com/go/devices.

Wireless service plan and wireless service provider

You must purchase or change your wireless service plan through your wireless service provider. Features such as text messaging, location-based services, and some phone features are dependent on your wireless service provider's offerings.

A wireless service plan with phone or voice is required for you to use the Phone application and to send and receive text messages. A wireless service plan with data is required for you to use the browser service and instant messaging applications, and to send and receive email messages and PIN messages. A wireless service plan might affect which apps you can download and how you can download them.

For more information about your plan, contact your wireless service provider.

BlackBerry Internet Service and BlackBerry Enterprise Server
Once you have a data plan, you must set up your email address or third-party instant messaging account in order to send and receive email messages, use third-party instant messaging applications, and use some browser options.

If you are an individual user, when you set up your email address or instant messaging account, you are associating it with the BlackBerry Internet Service.

If you are a corporate user, your administrator sets up your email account by associating it with a BlackBerry Enterprise Server. Your administrator might set options that determine the features and settings that are available on your smartphone and if you can add or update an app. You can view the IT policies that have been set by your administrator in the security options on your smartphone.

Wireless network
The wireless network that your smartphone is connected to might affect the availability of some features. Depending on your wireless service provider and available roaming options, different wireless networks are available. Some wireless networks don't support features such as call blocking, call forwarding, or cell broadcasting. For more information, contact your wireless service provider.

Region
Depending on your region, you might have the option to add or update apps using the BlackBerry App World storefront. You might also be able to download apps from a webpage or an application. The availability of certain apps varies by region.

Related information
Find more information, 19
BlackBerry Device Software, 186
Check which wireless networks your smartphone connects to, 188

Find more information

- **Help on your smartphone**: Find step-by-step instructions in the user guide for your BlackBerry smartphone. Click **Help** on the home screen or in an application menu.
- www.discoverblackberry.com: Find software, applications, and accessories for your smartphone.
- **Your wireless service provider website**: Find information about your wireless network or wireless service plan.

Popular topics

BlackBerry smartphone users have spoken! Here are the top things they want to know how to do on their smartphones.

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. Follow the screens to set up your email address. When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

Note: In some cases, you might see the following options. If so, select one of the options.

- **Internet Mail Account**: Use this option to associate your BlackBerry smartphone with one or more existing email accounts (for example, Windows Live Hotmail) or to create a new email address for your smartphone.
- **Enterprise Account**: If your administrator gave you an enterprise activation password, use this option to associate your smartphone with your work email account using the BlackBerry Enterprise Server.

If you are trying to set up a Internet email account (for example, Windows Live Hotmail or Google Mail) or a new email address for your smartphone, and do not see this option, contact your administrator or wireless service provider.

Related information

Add or change your signature

Depending on your wireless service plan, this feature might not be supported.

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options**.
   - For a work email account, click **Email Preferences**. If the **Message Services** field appears, change this field to the appropriate email account. If the **Use Auto Signature** check box is not selected, select it. In the field that appears, place your cursor.
   - For a personal email account, click **Email Account Management**. Click an email account. Click **Edit**.
3. Type a signature.
4. Press the ⌗ key > **Save**.

Your signature is added to your email after you send it.

About downloading apps with the BlackBerry App World

With the BlackBerry App World storefront, you can search for and download games, themes, social networking apps, personal productivity apps, and much more. Using an existing PayPal account, you can buy and download apps to your smartphone over the wireless network.

If you don't already have the BlackBerry App World on your smartphone, you can download it at www.blackberryappworld.com. For more information about managing apps using BlackBerry App World, click the **BlackBerry App World** icon. Press the ⌗ key > **Help**.

Depending on your wireless service provider and region, you might have the option to add or update apps using the BlackBerry App World™ storefront. You might also be able to download apps from a webpage (try visiting mobile.blackberry.com from your BlackBerry smartphone), or through your wireless service provider. Data charges might apply when you add or use an app over the wireless network. For more information, contact your wireless service provider.

Transfer files between your smartphone and your computer

1. Connect your BlackBerry smartphone to the computer using a USB cable.
2. In the dialog box that appears on your smartphone, select one of the following file transfer options:
   - If you want to transfer most types of files, click **USB Drive**.

- If you want to synchronize media files that are protected with DRM, click **Sync Media**.
3. If necessary, type your smartphone password. Your smartphone appears as a drive on your computer.
4. On your computer, do one of the following:
   - Drag a file from a location on your computer to a folder on your smartphone.
   - Drag a file from a folder on your smartphone to a location on your computer.

To view a file that you transferred to your smartphone, disconnect your smartphone from your computer and find the file.

Related information
About transferring and synchronizing files, 109

About using your smartphone as a tethered modem

Depending on your wireless service plan or administrator, you might be able to share the Internet connection on your BlackBerry smartphone. For example, if you are travelling, you can use your smartphone's Internet connection to access the Internet on a laptop or tablet.

To use your smartphone as a tethered modem with a laptop, you must connect your smartphone with your laptop using a USB cable and open the BlackBerry Desktop Software. To use your smartphone as a tethered modem with a BlackBerry PlayBook tablet, you must pair your smartphone with your tablet using Bluetooth technology.

While using your smartphone as a modem, you might not be able to use your smartphone's Phone application, Messaging applications, or applications that use the Internet. To receive a phone call, your smartphone might turn off the tethered Internet connection.

For more information about tethering, see the Help on your BlackBerry PlayBook tablet or in the BlackBerry Desktop Software.

Copy contacts from your SIM card to your contact list

Depending on your wireless service provider and wireless network, this feature might not be supported.
1. In the contact list, press the [::] key > **SIM Phone Book**.
2. Press the [::] key > **Copy All To Contacts**.

Note: If you try to copy a SIM card contact with a phone number that matches the phone number of a contact that already appears in your contact list, your BlackBerry smartphone does not copy the SIM card contact.

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.
1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Selected Profile**.
   - To change your ring tone or ring volume, click **Phone**.
   - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:

- Click a tone.
- To use a song that is on your smartphone or on a media card, click **All Music**. Find and click a song.
- To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
- To use a preloaded alert, click **All Alerts**. Find and click an alert.

4. Press the   ▮▮▮   key > **Save**.

Related information

View a location on a map

1. On the Home screen, click the **Maps** icon.
2. Press the   ▮▮▮   key > **Find a Location**.
    - To search for a point of interest such as a business or landmark, in the **Find a store, café, etc.** field, type the information for the point of interest. Highlight the point of interest.
    - To view a new location, in the **Find an address** field, type an address. Highlight the location.
    - To view a location for a contact, in the **Find a store, café, etc.** field, type the contact name. Highlight the contact information.
    - To view a favorite location, in the **Favorites** section, highlight the location.
3. Press the   ▮▮▮   key > **View on Map**.

If you are viewing a location other than your current location, to get directions to this location from your current location, press the   ▮▮▮   key > **Navigate to Here**. Your BlackBerry smartphone must have an internal GPS receiver or be paired with a Bluetooth enabled GPS receiver to perform this task.

Lock or unlock your smartphone

You can lock the keyboard to avoid pressing it or making calls accidentally and, if you have set a BlackBerry smartphone password, you can also lock your smartphone with a password.

Do one of the following:
- To lock the keyboard, press the **Lock** key on the top of your smartphone.
- To unlock the keyboard, press the **Lock** key again.
- To lock your smartphone with a password, on the home screen or in a folder, click the 🔒 icon.
- To unlock your smartphone, enter your password. Press the ⏎ key on the keyboard.

Related information

Turn on or turn off airplane mode

You should keep network connections turned off in certain places, such as on an airplane or in a hospital. For more information, see the *Safety and Product Information* booklet for your BlackBerry smartphone.

On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon.

- To turn on airplane mode, click **All Off**.
- To turn off airplane mode, click **Restore Connections**.

Related information

Popular tips

Save time and maximize your efficiency with these quick tips.

Tips: Finding apps

Look in a folder on your home screen.	Some apps are located in folders on your home screen. Click a folder to see what apps are inside.
Make all hidden apps visible on the home screen.	On the home screen, press the ⊞ key > **Show All Icons**. To unhide an app, highlight it and then press the ⊞ key > **Unhide Icon**. If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If **Show All Icons** does not appear in the menu, there are no apps hidden from view.
Search for an app.	On the home screen, start typing the app name.
Verify that an app is installed.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**. If the app is listed, it is installed on your BlackBerry smartphone.

Tips: Managing indicators

Indicators tell you that there is something new or updated, such as a new message, voice mail message, or feed, or they inform you of the status of something, such as the battery or network connection. Indicators often appear on app icons, new content within apps, and at the top of the Home screen.

For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the *Icon Guide*.

Remove the new item indicator ⊕.	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
Remove the unopened message indicator ✉.	In the Messages app, do one or more of the following: • Open all of your messages by clicking on them. If you can't find all of your unread messages in your inbox, look in your messages folders. • Mark a message as read. Highlight a message. Press the ▦ key > **Mark Read**. • Mark all messages that are prior to a date as read. Highlight a date field. Press the ▦ key > **Mark Prior Read**.
Identify an indicator.	• You might be able to identify an indicator by seeing the icon of the application that the indicator refers to. To see a complete list of applications on your BlackBerry smartphone and their icons, on the Home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**.

Tips: Updating your software

Updated BlackBerry Device Software and BlackBerry Desktop Software are released periodically, and you might be able to update the software from either your computer or your smartphone. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Check to see if there is updated BlackBerry Device Software that you can download over the network.	Depending on your smartphone model, this feature might not be supported. On the Home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**.
Update your BlackBerry Device Software from your computer.	On your computer, visit www.blackberry.com/update. Click **Check for Updates**. Connect your smartphone to your computer.
Set your BlackBerry Desktop Software to check for updates automatically.	For instructions, see the Help in BlackBerry Desktop Software.

Update your BlackBerry Desktop Software .	Visit www.blackberry.com/desktopsoftware.

Tips: Doing things quickly

For full instructions, click the links under **Related information** at the bottom.

Access popular options such as setting the alarm, viewing notifications, and turning on or turning off network connections.	Highlight and click the areas at the top of the home screen.
See all the apps and folders on the home screen, or minimize the panel and view the wallpaper.	On the navigation bar, click **All**.
Switch to another app.	Press and hold the ⊞ key. Click an app. **Note:** The other app might still be running in the background.
Open an app with a convenience key.	Press a convenience key on the side of your BlackBerry smartphone. **Note:** You can customize which app a convenience key opens.
Use pop-up menus.	Pop-up menus provide common available actions, and appear in the center of the screen. For example, you can use the pop-up menu in a message to file, forward, or reply to the message. To open a pop-up menu, press and hold the trackpad. To select a menu item, click the trackpad.
Switch to the **Favorites**, **Media**, **Downloads**, and **Frequent** panels.	On the home screen, highlight **All** on the navigation bar and slide your finger on the trackpad right or left.
Add an app to the **Favorites** panel.	Highlight an app on the home screen or in a folder. Press the ⊞ key > **Mark as Favorite**.
Change options for the home screen such as the wallpaper.	On the home screen, press the ⊞ key > **Options**.

Related information

Tips: Extending battery life

For full instructions, click the links under **Related information** at the bottom.

Close apps when you're finished with them.	In an app, press the 📱 key and click **Close** or **Exit**.
Turn off network connections you aren't using.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click a network connection to clear the checkbox.
If your BlackBerry smartphone supports Wi-Fi, use Wi-Fi when you're in an area with reduced wireless coverage.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Select the **Wi-Fi** checkbox.
Set your smartphone to turn on and turn off automatically.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Auto On/Off**.
Close browser tabs you aren't using.	In the browser, press the 📱 key > **Tabs**. Highlight a tab and click the ❌ icon.
Set backlighting to remain on for a shorter period, and lower its brightness.	On the home screen or in a folder, click the **Options** icon. Click **Display** > **Screen Display**.
Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.	On the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts**.
Delete the previous text from a reply message.	When you are replying to a message, press the 📱 key > **Delete Original Text**.
Change how often podcast or social feed applications refresh content.	Your podcast and social feed applications periodically refresh content. In some of these applications, you can reduce how often the content refreshes. For more information, see the Help in the application.
If your smartphone has a camera flash, turn off the flash.	On the home screen, click the **Camera** icon. Click the flash icon at the bottom of the screen until the **flash off** indicator appears.
Keep your battery connections clean.	Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the smartphone.

Related information

Tips: Freeing space for your music, pictures, videos, and files

You can store files in the built-in media storage on your BlackBerry smartphone or on a media card.

Check how much storage is used by media files and documents.	On the home screen, click the **Media** icon. Press the ▓▓▓ key > **Memory Use**.
Delete unneeded files.	On the home screen or in a folder, click the **Files** icon. Find and highlight a file. Press the ▓▓▓ key > **Delete**.
Reduce the size of pictures you take and videos you record.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the ▓▓▓ key > **Options**. Change the **Image Size** or **Video Format** field.
Store files on a media card instead of your smartphone.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the ▓▓▓ key > **Options**. In the **Storage** section, change the **Store Pictures** or **Store Videos** field.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Tips: Keeping your information safe

You can take some simple steps to help prevent the information on your BlackBerry smartphone from being compromised, such as avoiding leaving your smartphone unattended.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Set a smartphone password.	On the Home screen or in a folder, click the **Options** icon. Click **Security** > **Password**.

Encrypt contacts and files.	On the Home screen or in a folder, click the **Options** icon. Click **Security** > **Encryption**.
Back up your smartphone data to your computer.	Use the BlackBerry Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.
Back up your smartphone data to a media card.	On the Home screen, click the **Setup** icon. In the **Setup** section, click **Device Switch** > **Save Data**.

Related information
Turn on encryption, 217
Set or change your smartphone password, 226

Phone shortcuts

Depending on the typing input language that you're using, some shortcuts might not be available.

Change your ring tone	From the home screen, press the ⎕ key. Press the ⊞ key > **Phone Ring Tones**.
Check your voice mail	Press and hold **1**.
Set up a speed dial for a contact	From the home screen or in the Phone application, press and hold the key that you would like to assign speed dial to.
Add an extension to a phone number	Press the ⎇ alt key and **X**. Type the extension number.
Type a letter in a phone number field	Press the ⎇ alt key and the letter key.
Insert a plus sign (+) when typing a phone number	Press **O**.
Turn on or turn off the speakerphone during a call	Press the 🔊 key on the keyboard.
Stop listening to a call with a wireless headset	Press the 🔊 key on the keyboard.
Change the active phone number	From the home screen, press the ⎕ key. Click your phone number at the top of the screen. Click a phone number.

Typing shortcuts for the physical keyboard

Depending on the typing input language that you're using, some shortcuts might not be available.

Insert a period (.)	Press the `space` key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the `space` key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAPS lock	Press the `alt` key and the **Right** `⇧aA` key. To turn off CAPS lock, press the **Left** or **Right** `⇧aA` key.
Type a symbol	Press the `sym` key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the `alt` key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the `alt` key and press the number key.
Type a number in a number field	Press a number key. You don't need to press the `alt` key.
Turn on NUM lock	Press the `alt` key and the **Left** `⇧aA` key. To turn off NUM lock, press the **Left** or **Right** `⇧aA` key.
Highlight a line of text	Press the **Left** or **Right** `⇧aA` key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the **Left** or **Right** `⇧aA` key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the **Left** or **Right** `⇧aA` key and the `del ⬅` key.
Copy highlighted text	Press the `alt` key and click the trackpad.
Paste text	Press the **Left** or **Right** `⇧aA` key and click the trackpad.

Media shortcuts

Depending on the typing input language that you're using, some shortcuts might not be available.

Audio and video files

Pause an audio or video file	Press the **Mute** key on the right side of your BlackBerry smartphone.

Resume playing an audio or video file	Press the **Mute** key again.
Play the next audio file	Press and hold the **Volume Up** key on the right side of your smartphone.
Play the previous audio file	Press and hold the **Volume Down** key on the right side of your smartphone.
Turn on the audio boost feature if you're using a headset	Press the **Volume Up** key until the audio boost feature turns on.

Pictures

Zoom in	Press **I**
Zoom out	Press **O**
Pan up	Press **2**
Pan down	Press **8**
Pan right	Press **6**
Pan left	Press **4**
Rotate	Press **L**

Camera and video camera

Zoom in before you take a picture or record a video	Press the **Volume Up** key.
Zoom out before you take a picture or record a video	Press the **Volume Down** key.
Take a picture	Press the **Right Convenience** key on the side of your smartphone.

Common troubleshooting

I can't make or receive calls

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that your wireless service plan includes phone or voice services.
- If you can't make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.

- If you have traveled to another country and you haven't changed your smart dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you're not receiving calls, verify that call blocking and call forwarding are turned off.
- Your smartphone or your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.
- If you have more than one phone number associated with your smartphone, verify that the phone number that you want to make calls from and receive calls to is set as your active phone number.
- If you're using your BlackBerry MVS Client phone number, verify that support for the BlackBerry MVS Client is turned on.
- If you're using your BlackBerry MVS Client phone number, verify that your smartphone is registered with the BlackBerry Mobile Voice System. From the home screen, press the key. Press the ![key] key. Click **Options**. Click **BlackBerry MVS Client**. Press the ![key] key. Click **Register Now**. If the Register Now menu item doesn't appear, or if the registration fails, contact your administrator. If the registration doesn't complete, wait for a short period of time and then try again.
- If you have set call forwarding for the phone number provided by your wireless service provider, calls to your BlackBerry MVS Client phone number are also forwarded. To receive calls to your BlackBerry MVS Client phone number, verify that call forwarding is turned off.

Related information

I'm not receiving messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- Reset your smartphone. Connect to the network and try again.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device** > **Advanced System Settings** > **Host Routing Table**. Press the ![key] key > **Register Now**.
- Verify that data service is turned on.
- If you use email filters, verify that the options for email filters are set correctly.
- Verify that email forwarding is turned on and that you have selected all the email folders, including your inbox folder, that you want to receive email from.
- Verify that your smartphone is not blocking messages. For more information, contact your administrator.

Related information

I can't send messages

Try the following actions:

- Verify that your BlackBerry® smartphone is connected to the wireless network.
- If the menu item for sending a message doesn't appear, verify that you have added an email address, a PIN, or a phone number for your contact.
- If you created an email address or added an existing email address to your smartphone using the email setup screen in the Setup application, verify that you have received an activation message on your smartphone from the BlackBerry Internet Service. If you haven't received an activation message (the message might take a short period of time to arrive), in the Setup application, open the email setup screen to send a service book to your smartphone.
- If you haven't received a registration message from the wireless network, register your smartphone. On the Home screen or in a folder, click the **Options** icon. Click **Device** > **Advanced System Settings** > **Host Routing Table**. Press the ⌗ key > **Register Now**.
- Generate an encryption key.
- Verify that data service is turned on.
- Resend the message.

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Generate an encryption key, 231
Change or delete a contact, 148
Turn on or turn off data service or set roaming options, 190
Options for email filters, 76
Resend a message, 74
Turn on, turn off, or check the status of a network connection, 188

I forget my smartphone password

If you forget your BlackBerry smartphone password, it can't be recovered. If your smartphone uses a BlackBerry Enterprise Server, your administrator might be able to reset your password without deleting your smartphone data. Otherwise, the only way you can reset your password without knowing your current password is to delete all your smartphone data. You can do this by exceeding the number of allowed password attempts.

If your email account uses a BlackBerry Enterprise Server, depending on the options that your administrator sets, when you delete your smartphone data, you might also delete the data on your media card. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

My smartphone isn't ringing or vibrating when I receive a call or message

Try the following actions:

- On the home screen, click your **Sound and Alert Profiles** icon. Verify that your profile isn't set to **All Alerts Off** or **Silent**.
- If you have created contact alerts, on the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts** > **Sounds for Contacts**. Click a contact alert. Click **Phone** or **Messages**. Verify that the **Volume** field isn't set to **Silent** and that the **Vibration** field isn't set to **Off**.

The screen turns off

When you don't use your BlackBerry smartphone for a period of time, the screen turns off to conserve battery power. You can change the length of time that the backlight stays on when you aren't touching your smartphone.

To turn on the screen, click the trackpad or press a key.

Related information
Set options for backlighting, 173

Email messages aren't reconciling over the wireless network

Try the following actions:
- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless email reconciliation is turned on.
- Reconcile email messages manually.

Organizer data isn't synchronizing over the wireless network

Try the following actions:
- Verify that your BlackBerry® smartphone is connected to the wireless network.
- Verify that wireless data synchronization is turned on in the Contacts application, Calendar application, Tasks application, and MemoPad.
- If you use the BlackBerry Internet Service, you must synchronize calendar data using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

I can't pair with a Bluetooth enabled device

Try the following actions:

- Verify that your BlackBerry smartphone is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If you don't know the passkey for your Bluetooth enabled device, see the documentation that came with the Bluetooth enabled device.
- If your smartphone doesn't detect the Bluetooth enabled device that you want to pair with, try making your smartphone discoverable for a short period. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Networks and Connections** > **Bluetooth Connections**. Click **Add New Device**. Click **Listen**. Bluetooth enabled devices can detect your smartphone for 2 minutes.

- If the Bluetooth enabled device uses a battery, connect it to a power source. Depending on the device, if the battery power is too low the device may be unable to pair.
- Turn off encryption for Bluetooth connections between your smartphone and the Bluetooth enabled device. On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click **Networks and Connections** > **Bluetooth Connections**. Highlight a Bluetooth enabled device. Press the ▮▮▮ > **Device Properties**. Clear the **Encryption** checkbox. Press the ▮▮▮ key > **Save**.
- If Mobile Hotspot mode is turned on, verify that you are trying to connect to a Bluetooth enabled device using the Handsfree, Headset, Serial Port, or Dial-Up Networking profiles.

Related information

Make your smartphone discoverable, 206

The media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry smartphone. In the media options, you can stop the media player screen from closing or change the amount of time before the media player screen closes.

Related information

Change the amount of time before the media player screen closes, 108

Tips and shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Tips: Doing things quickly

For full instructions, click the links under **Related information** at the bottom.

Access popular options such as setting the alarm, viewing notifications, and turning on or turning off network connections.	Highlight and click the areas at the top of the home screen.
See all the apps and folders on the home screen, or minimize the panel and view the wallpaper.	On the navigation bar, click **All**.
Switch to another app.	Press and hold the [::::] key. Click an app. **Note:** The other app might still be running in the background.
Open an app with a convenience key.	Press a convenience key on the side of your BlackBerry smartphone. **Note:** You can customize which app a convenience key opens.
Use pop-up menus.	Pop-up menus provide common available actions, and appear in the center of the screen. For example, you can use the pop-up menu in a message to file, forward, or reply to the message. To open a pop-up menu, press and hold the trackpad. To select a menu item, click the trackpad.
Switch to the **Favorites**, **Media**, **Downloads**, and **Frequent** panels.	On the home screen, highlight **All** on the navigation bar and slide your finger on the trackpad right or left.
Add an app to the **Favorites** panel.	Highlight an app on the home screen or in a folder. Press the [::::] key > **Mark as Favorite**.
Change options for the home screen such as the wallpaper.	On the home screen, press the [::::] key > **Options**.

Related information

Tips: Extending battery life

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Close apps when you're finished with them.	In an app, press the [::] key and click **Close** or **Exit**.
Turn off network connections you aren't using.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Click a network connection to clear the checkbox.
If your BlackBerry smartphone supports Wi-Fi, use Wi-Fi when you're in an area with reduced wireless coverage.	On the home screen, click the connections area at the top of the screen, or click the **Manage Connections** icon. Select the **Wi-Fi** checkbox.
Set your smartphone to turn on and turn off automatically.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Auto On/Off**.
Close browser tabs you aren't using.	In the browser, press the [::] key > **Tabs**. Highlight a tab and click the ⊠ icon.
Set backlighting to remain on for a shorter period, and lower its brightness.	On the home screen or in a folder, click the **Options** icon. Click **Display** > **Screen Display**.
Switch your vibrating notifications to sound notifications or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.	On the home screen, click your **Sound and Alert Profiles** icon. Click **Change Sounds and Alerts**.
Delete the previous text from a reply message.	When you are replying to a message, press the [::] key > **Delete Original Text**.
Change how often podcast or social feed applications refresh content.	Your podcast and social feed applications periodically refresh content. In some of these applications, you can reduce how often the content refreshes. For more information, see the Help in the application.
If your smartphone has a camera flash, turn off the flash.	On the home screen, click the **Camera** icon. Click the flash icon at the bottom of the screen until the **flash off** indicator appears.
Keep your battery connections clean.	Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the smartphone.

Related information

Tips: Finding apps

Look in a folder on your home screen.	Some apps are located in folders on your home screen. Click a folder to see what apps are inside.
Make all hidden apps visible on the home screen.	On the home screen, press the ![key] key > **Show All Icons**. To unhide an app, highlight it and then press the ![key] key > **Unhide Icon**. If the icon is hidden in other panels, you can unhide the icon in all panels, or in the current panel only. If **Show All Icons** does not appear in the menu, there are no apps hidden from view.
Search for an app.	On the home screen, start typing the app name.
Verify that an app is installed.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**. If the app is listed, it is installed on your BlackBerry smartphone.

Tips: Freeing space for your music, pictures, videos, and files

You can store files in the built-in media storage on your BlackBerry smartphone or on a media card.

Check how much storage is used by media files and documents.	On the home screen, click the **Media** icon. Press the ![key] key > **Memory Use**.
Delete unneeded files.	On the home screen or in a folder, click the **Files** icon. Find and highlight a file. Press the ![key] key > **Delete**.
Reduce the size of pictures you take and videos you record.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the ![key] key > **Options**. Change the **Image Size** or **Video Format** field.

Store files on a media card instead of your smartphone.	On the home screen, click the **Camera** icon or the **Media** icon > **Video Camera** icon. Press the 　key > **Options**. In the **Storage** section, change the **Store Pictures** or **Store Videos** field.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Tips: Freeing space to optimize your smartphone's performance

Try to maintain at least 10 MB of available application storage on your BlackBerry smartphone. If you find that your smartphone processes are unusually slow, try any of the following:

Close any apps you're not using.	Press and hold the 　key until the application switcher appears. Click an application icon. Press the 　key > **Close** or **Exit**.
Check how much free application storage you have.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Storage**.
Identify and delete applications and themes you don't need.	On the home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**. To view the details about your smartphone's memory and CPU usage, slide your finger on the trackpad right or left. To delete an application or theme, click an item. Click **Delete**.
Delete languages you don't use.	On the home screen or in a folder, click the **Setup** icon. Click **Languages and Input Methods**.
Delete browsing history and clear the cache.	On the home screen, click the **Browser** icon. Press the 　key > **Options**. Go to the **Clear Browsing Data** section.
Delete messages.	Highlight a message. Press and hold the 　key. On the trackpad, slide your finger up or down. Release the 　key. Press the 　key > **Delete Messages**.

	Or, highlight a date. Press the ⊞ key > **Delete Prior**.
Reduce the amount of time that your smartphone stores email messages and calendar entries.	On the home screen, click the **Messages** icon or **Calendar** icon. Press the ⊞ key > **Options**.
Stop storing sent messages on your smartphone.	On the home screen, click the **Messages** icon. Press the ⊞ key > **Options** > **Email Preferences**.
Receive only the first section of long email messages, and choose whether to download more.	On the home screen, click the **Messages** icon. Press the ⊞ key > **Options** > **Message Display and Actions**.

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Tips: Updating your software

Updated BlackBerry Device Software and BlackBerry Desktop Software are released periodically, and you might be able to update the software from either your computer or your smartphone. Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Check to see if there is updated BlackBerry Device Software that you can download over the network.	Depending on your smartphone model, this feature might not be supported. On the Home screen or in a folder, click the **Options** icon. Click **Device** > **Software Updates**.
Update your BlackBerry Device Software from your computer.	On your computer, visit www.blackberry.com/update. Click **Check for Updates**. Connect your smartphone to your computer.
Set your BlackBerry Desktop Software to check for updates automatically.	For instructions, see the Help in BlackBerry Desktop Software.
Update your BlackBerry Desktop Software .	Visit www.blackberry.com/desktopsoftware.

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Set a smartphone password.	On the Home screen or in a folder, click the **Options** icon. Click **Security** > **Password**.
Encrypt contacts and files.	On the Home screen or in a folder, click the **Options** icon. Click **Security** > **Encryption**.
Back up your smartphone data to your computer.	Use the BlackBerry Desktop Software to back up your smartphone data to your computer. To download the BlackBerry Desktop Software, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer.
Back up your smartphone data to a media card.	On the Home screen, click the **Setup** icon. In the **Setup** section, click **Device Switch** > **Save Data**.

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Turn on encryption, 217
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Tips: Managing indicators

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For a complete list of indicators, visit www.blackberry.com/docs/smartphones. Click your smartphone model, and then click the *Icon Guide*.

Remove the new item indicator ⊗.	Open each item that has this indicator. For example, to remove it from the Messages icon, click the icon.
Remove the unopened message indicator ✉.	In the Messages app, do one or more of the following:

- Open all of your messages by clicking on them. If you can't find all of your unread messages in your inbox, look in your messages folders.
- Mark a message as read. Highlight a message. Press the ▦ key > **Mark Read**.
- Mark all messages that are prior to a date as read. Highlight a date field. Press the ▦ key > **Mark Prior Read**.

Identify an indicator.	• You might be able to identify an indicator by seeing the icon of the application that the indicator refers to. To see a complete list of applications on your BlackBerry smartphone and their icons, on the Home screen or in a folder, click the **Options** icon. Click **Device** > **Application Management**.

Phone shortcuts

Depending on the typing input language that you're using, some shortcuts might not be available.

Change your ring tone	From the home screen, press the ⌣ key. Press the ▦ key > **Phone Ring Tones**.
Check your voice mail	Press and hold **1**.
Set up a speed dial for a contact	From the home screen or in the Phone application, press and hold the key that you would like to assign speed dial to.
Add an extension to a phone number	Press the **alt** key and **X**. Type the extension number.
Type a letter in a phone number field	Press the **alt** key and the letter key.
Insert a plus sign (+) when typing a phone number	Press **O**.
Turn on or turn off the speakerphone during a call	Press the 🔊 key on the keyboard.
Stop listening to a call with a wireless headset	Press the 🔊 key on the keyboard.
Change the active phone number	From the home screen, press the ⌣ key. Click your phone number at the top of the screen. Click a phone number.

Message shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

In a message

Reply to a message	Press **R**
Reply to all in an email or a PIN message	Press **L**
Forward a message	Press **F**
File an email message	Press **I**
View or hide the email address of a contact	Highlight the contact in the **To** or **From** field. Press **Q**.
Move to the next message	Press **N**
Move to the previous message	Press **P**

In your message inbox

Open a message	Press the ⏎ key.
Compose a message from a message inbox	Press **C**
Mark a message as read or unread	Press the **Alt** key and **U**.
Add a flag to a message	Press **W**
View all flagged messages	Press the **Alt** key and **F**.
View received messages and received call logs	Press the **Alt** key and **I**.
View draft and sent messages	Press the **Alt** key and **O**.
View voice mail messages	Press the **Alt** key and **V**.
View text messages	Press the **Alt** key and **S**.
View call logs	Press the **Alt** key and **P**.
View all your messages	Press the ⤺ key.

Move around your message inbox

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a message inbox	Press **T**

Move to the bottom of a message inbox	Press **B**
Move to the next unread item	Press **U**
Move to the next related message	Press **J**
Move to the previous related message	Press **K**

File and attachment shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Search for text in a file or an attachment	Press **F**
Move to the last cursor position after closing and reopening a file or an attachment	Press **G**

In a spreadsheet

Move to a specific cell	Press **G**
View the content of a cell	Press the **Space** key
Switch worksheets	Press **V**. Click a worksheet.
View or hide columns or rows	Press **H**

In a presentation

Switch presentation views	Press **M**
Move to the next slide when viewing a presentation in slide view	Press **N**
Move to the previous slide when viewing a presentation in slide view	Press **P**
Move to the last cursor position after closing and reopening a presentation that you were viewing in text view or in text and slide view	Press **G**

Typing shortcuts for the physical keyboard

Depending on the typing input language that you're using, some shortcuts might not be available.

Insert a period (.)	Press the `space` key twice. The next letter is capitalized.
Insert an at sign (@) or a period (.) in an email address field	Press the `space` key.
Capitalize a letter	Press and hold the letter key until the capitalized letter appears.
Turn on CAPS lock	Press the `alt` key and the **Right** `⇧aA` key. To turn off CAPS lock, press the **Left** or **Right** `⇧aA` key.
Type a symbol	Press the `sym` key. Type the letter that appears below the symbol.
Type the alternate character on a key	Press the `alt` key and the character key.
Type an accented or special character	Press and hold the letter key and, on the trackpad, slide your finger left or right. For example, to type ü, press and hold **U** and slide your finger left until ü appears. Release the letter key when the accented or special character appears.
Type a number in a text field	Press and hold the `alt` key and press the number key.
Type a number in a number field	Press a number key. You don't need to press the `alt` key.
Turn on NUM lock	Press the `alt` key and the **Left** `⇧aA` key. To turn off NUM lock, press the **Left** or **Right** `⇧aA` key.
Highlight a line of text	Press the **Left** or **Right** `⇧aA` key and, on the trackpad, slide your finger up or down.
Highlight text character by character	Press the **Left** or **Right** `⇧aA` key and, on the trackpad, slide your finger left or right.
Cut highlighted text	Press the **Left** or **Right** `⇧aA` key and the `del` key.
Copy highlighted text	Press the `alt` key and click the trackpad.
Paste text	Press the **Left** or **Right** `⇧aA` key and click the trackpad.

Media shortcuts

Depending on the typing input language that you're using, some shortcuts might not be available.

Audio and video files

Pause an audio or video file	Press the **Mute** key on the right side of your BlackBerry smartphone.
Resume playing an audio or video file	Press the **Mute** key again.
Play the next audio file	Press and hold the **Volume Up** key on the right side of your smartphone.
Play the previous audio file	Press and hold the **Volume Down** key on the right side of your smartphone.
Turn on the audio boost feature if you're using a headset	Press the **Volume Up** key until the audio boost feature turns on.

Pictures

Zoom in	Press **I**
Zoom out	Press **O**
Pan up	Press **2**
Pan down	Press **8**
Pan right	Press **6**
Pan left	Press **4**
Rotate	Press **L**

Camera and video camera

Zoom in before you take a picture or record a video	Press the **Volume Up** key.
Zoom out before you take a picture or record a video	Press the **Volume Down** key.
Take a picture	Press the **Right Convenience** key on the side of your smartphone.

Browser shortcuts

To use browser shortcuts, you might need to turn on shortcuts in the browser options. Depending on the typing input language that you are using, some shortcuts might not be available.

Insert a period (.) in the address bar	Press the **Space** key.
Insert a slash mark (/) in the address bar	Press the **Shift** key and the **Space** key.
Stop loading a webpage	Press the ⬑ key.
Close the browser	Press and hold the ⬑ key.

On a webpage

Quickly switch between tabs	Press **W**
Zoom in to a webpage	Press **I**
Zoom out from a webpage	Press **O**
Go to the start page	Press **G**
Return to the browser home page	Press **H**
Open the bookmark folder	Press **K**
Bookmark a webpage	Press **A**
View a list of webpages that you have visited recently	Press **Y**
Refresh a webpage	Press **R**
Find text on a webpage	Press **F**. To find the next instance of the text, press **V**.
Open the browser options	Press **S**

Move around a webpage

Move up a screen	Press the **Shift** key and the **Space** key.
Move down a screen	Press the **Space** key.
Move to the top of a webpage	Press **T**
Move to the bottom of a webpage	Press **B**

Related information

Turn on browser shortcuts, 128

Search shortcuts

Depending on the typing input language that you're using, some shortcuts might not be available.

Search for an item on your BlackBerry smartphone	Start typing on the home screen.
Search for text in a message	Press **S**
Search for text in a file or an attachment	Press **F**
Search for text on a webpage	Press **F**
Search for text in a presentation	Press **F**

Note: You can change what happens when you type on the home screen.
To search for text in a presentation, you must view the presentation in text view or in text and slide view.

Related information
Change what happens when you type on the Home screen, 18
Turn on browser shortcuts, 128

Map shortcuts

Depending on the typing input language that you are using, some shortcuts might not be available.

Zoom in to a map	Press **I**
Zoom out from a map	Press **O**
Move to the next direction on a route	Press **N**
Move to the previous direction on a route	Press **P**

Calendar shortcuts

Depending on the typing input language that you're using, some shortcuts might not be available. For shortcuts to work in Day view, press the key > **Options**. Click **Calendar Display and Actions**. Clear the **Enable Quick Entry** checkbox.

Schedule an appointment	Press **C**
Change to Agenda view	Press **A**

Change to Day view	Press **D**
Change to Week view	Press **W**
Change to Month view	Press **M**
Move forward in week, month, or day view	Press the `space` key.
Move back in week, month, or day view	Press the `⇧aA` key and the `space` key.
Move to the current date	Press **T**
Move to a specific date	Press **G**

Phone

How to: Phone

Phone at a glance

Lock/unlock the keyboard
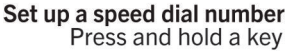
Call log
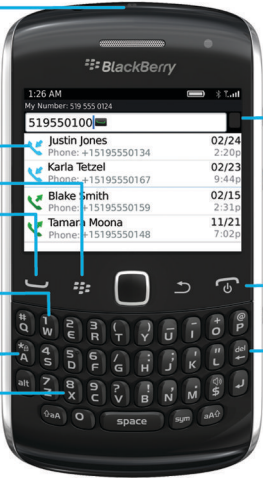
Open the menu

Send/answer a call/ open the phone app

Check your voice mail
Press and hold the 1 key

Lock the keyboard
Press and hold the A key

Set up a speed dial number
Press and hold a key

View your contacts or call log

Volume/Mute keys

End a call

Delete

Phone icons

These icons appear at the top of the home screen and in the Phone application.

	Missed call		Received call
	Placed call		Voice mail message

Phone basics

Find your phone number

Do one of the following:

- To view your active phone number, from the home screen, press the ⬛ key.Your phone number appears at the top of the screen.

- If you have multiple phone numbers associated with your BlackBerry smartphone, to view a list of your phone numbers, from the home screen, press the ⌫ key.Click the phone number at the top of the screen. If your wireless service plan supports text messaging, the first phone number in the list is the phone number that you use to send and receive text messages.

Related information

Make a call

1. Do one of the following:
   - If your BlackBerry smartphone is unlocked, press the ⌫ key.
   - If your smartphone is locked and you don't want to unlock it, press the ⊞ key > **Place Call**.
2. Type a phone number or contact name.
3. Press the ⌫ key.

To end the call, press the ☎ key.

Related information

Answer or end a call

Press the ⌫ key.

To end a call, press the ☎ key.

Related information

Answer a second call

Depending on your wireless service provider and wireless network, this feature might not be supported.

During a call, press the ⊞ key.

- To answer the incoming call and place the current call on hold, click **Answer - Hold Current**.
- To answer the incoming call and end the current call, click **Answer - Drop Current**.

To return to the first call, press the ⊞ key > **Swap** or **Flash**.

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Selected Profile**.
   - To change your ring tone or ring volume, click **Phone**.
   - To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
   - Click a tone.
   - To use a song that is on your smartphone or on a media card, click **All Music**. Find and click a song.
   - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
   - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the ⎇ key > **Save**.

Related information

I can't change the number of times that my smartphone rings, 0

Add or delete a contact alert, 124

Icons for sound and alert profiles, 123

Mute a call

During a call, press the **Mute** key on the right side of your smartphone.

To turn off mute, press the **Mute** key again.

Place a call on hold

If your BlackBerry smartphone is connected to a CDMA network, you can't place a call on hold.

During a call, press the ⎇ key > **Hold**.

To resume a call, press the ⎇ key > **Resume**.

Turn on the speakerphone

CAUTION: Don't hold your BlackBerry smartphone near your ear while you use the speakerphone. Hearing damage can occur. For more information, see the *Safety and Product Information* booklet for your smartphone.

During a call, press the 🔊 key on the keyboard.

To turn off the speakerphone, press the 🔊 key again.

Dial an extension

1. Press the **X** key.

2. Type the extension number.

Dial using numbers or letters

When you type a letter in a phone number, your BlackBerry smartphone dials the number that's associated with the letter on a conventional phone keypad.

- To type a number, press a number key.
- To type a letter, press and hold the **Alt** key. Press the letter key.

Switch applications during a call

During a call, press the ⬛ key > **Switch Application**.

Note: If you switch to a different application and you want to end the call, press the 📵 key.

About using a headset

You can purchase an optional headset to use with your BlackBerry smartphone.

If you use a headset, you can use a headset button to answer or end a call, or to turn on or turn off mute during a call. Depending on your smartphone model, you might be able to use a headset button to make a call using a voice command.

Depending on your headset, you might also be able to use a headset button to pause, resume, skip, or adjust the volume of audio or video files.

For more information about using the headset, see the documentation that came with your headset.

Emergency calls

About emergency calls and Emergency Callback Mode

If you're outside of a wireless coverage area and the 📶 SOS indicator appears at the top of the screen, you can call only emergency numbers. Your BlackBerry smartphone is designed to allow emergency calls even when your smartphone is locked. Depending on your smartphone model and the wireless network that your smartphone is connected to, your smartphone is also designed to allow emergency calls when the SIM card isn't inserted. If the connection to the wireless network is turned off when you initiate an emergency call, your smartphone is designed to connect to the wireless network automatically. You can make emergency calls by typing only official emergency access numbers (for example, 911 or 112).

Note: You should not rely on any wireless smartphone for essential communications, including medical emergencies. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

If your smartphone is connected to a CDMA network, when you end an emergency call, your smartphone enters Emergency Callback Mode. This mode allows the operator to call you back or find your approximate location. Depending on your wireless service provider, Emergency Callback Mode is active for 5 minutes or until you make a non-emergency call. In Emergency Callback Mode, you can't send and receive messages or browse webpages.

If your smartphone supports GPS and you make an emergency call, an emergency operator might be able to use GPS technology to find your approximate location.

Related information
About GPS technology, 0

Make an emergency call

Do one of the following:
- If your keyboard or BlackBerry smartphone is unlocked, from the home screen, press the ⬜ key. Type the emergency number. Press the ⬜ key.
- If your smartphone is locked with a password, press the ⬛ key > **Emergency**. Press the ⬜ key.
- If your keyboard is locked, press the 🔒 key on the top of your smartphone. Press the ⬜ key. Type the emergency number. Press the ⬜ key.

Volume

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

Related information
Mute a call, 51
Improve sound quality for media files, 107
Amplify the volume using the audio boost feature, 107

Change the default volume for calls

You can increase or decrease the default volume for calls. The higher you set the volume percentage, the louder the volume is.
1. From the Home screen, press the ⬜ key.
2. Press the ⬛ key > **Options** > **In-call Settings**.
3. Change the **Default Call Volume** field.
4. Press the ⬛ key > **Save**.

Improve sound quality during a call

You can't change sound quality when you are using a Bluetooth enabled headset.
1. During a call, press the ⬛ key > **Enhance Call Audio**.
2. Select a Boost Bass or Boost Treble option.

Improve sound quality for all calls

You can't change sound quality when you are using a Bluetooth enabled headset.

1. From the home screen, press the ⌣ key.
2. Press the ⠿ key > **Options** > **In-call Settings**.
3. Change the **Phone Call Audio** field or **Headset Call Audio** field.
4. Press the ⠿ key > **Save**.

Speed dial

Set up speed dial for a contact

1. From the home screen, press the ⌣ key.
2. Press the ⠿ key > **View** > **Speed Dial List**.
3. In the **Speed Dial Numbers** list, click an unassigned key.
4. Click a contact.
5. If necessary, click a phone number for the contact.

To make a call using speed dial, from the Phone application, the home screen, a message, or a message list, press and hold the key that you assigned to the contact.

Change the contact that is assigned to a speed dial key

1. From the Home screen, press the ⌣ key.
2. Press the ⠿ key > **View** > **Speed Dial List**.
3. Highlight a contact or phone number.
4. Press the ⠿ key.
   - To change the contact that is assigned to a speed dial key, click **Edit**. Click a new contact.
   - To assign the contact to a different speed dial key, click **Move**. In the **Speed Dial Numbers** list, click a new speed dial key.
   - To delete the contact from the **Speed Dial Numbers** list, click **Delete**.

Call waiting, call forwarding, and call blocking

Turn on or turn off call waiting

To perform this task, your wireless service provider must set up your SIM card or BlackBerry smartphone for this service.

1. From the home screen, press the ⌣ key.
2. Press the ⠿ key > **Options** > **Call Waiting**.
3. Select or clear the **Enabled** checkbox.

4.   Press the ⌗ key > **Save**.

About call forwarding

Depending on your wireless service provider, one or more call forwarding phone numbers might already be available on your SIM card or BlackBerry smartphone. You might not be able to change or delete these phone numbers or add new ones.

For more information, contact your wireless service provider.

Forward or stop forwarding calls

To perform this task, your wireless service provider must set up your SIM card or BlackBerry smartphone for this service.

1.   From the home screen, press the ⌣ key.
2.   Press the ⌗ key > **Options** > **Call Forwarding**.
     - To forward all calls to a call forwarding number, change the **Forward Calls** field to **Always**. Change the **Forward All Calls** field to a call forwarding number.
     - To forward unanswered calls only, change the **Forward Calls** field to **Conditional**. Change the **If Busy**, **If No Reply**, and **If Not Reachable** fields to a call forwarding number.
3.   Press the ⌗ key > **Save**.

Your call forwarding settings apply to all subsequent incoming calls, until you change your settings again.

To stop forwarding calls, change the **Forward Calls** field to **Never**.

Add, change, or delete a call forwarding number

To perform this task, your wireless service provider must set up your SIM card or BlackBerry smartphone for this service.

1.   From the home screen, press the ⌣ key.
2.   Press the ⌗ key > **Options** > **Call Forwarding**.
3.   Press the ⌗ key.
     - To add a call forwarding number, click **New Number**. Type a phone number. Press the ⏎ key on the keyboard.
     - To change a call forwarding number, click **Edit Numbers**. Highlight a phone number. Press the ⌗ key > **Edit**. Change the phone number. Press the ⏎ key on the keyboard.
     - To delete a call forwarding number, click **Edit Numbers**. Click a phone number. Click **Delete**.
4.   Press the ⌗ key > **Close**.

About call blocking

The blocked calling feature allows you to block all incoming calls or block incoming calls only when roaming. You can also block all outgoing calls and all outgoing international calls, or you can block outgoing international calls only when roaming.

To use the blocked calling feature, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password. Depending on your wireless service provider and wireless network, this feature might not be supported.

Block or stop blocking calls

To perform this task, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a call blocking password.

1. From the home screen, press the ⬡ key.
2. Press the ⬡ key > **Options** > **Call Barring**.
3. Highlight a call blocking option.
4. Press the ⬡ key > **Enable**.
5. Type your call blocking password.

To stop blocking calls, highlight a call blocking option. Press the ⬡ key > **Disable**.

Change the call blocking password

1. From the Home screen, press the ⬡ key.
2. Press the ⬡ key > **Options** > **Call Barring**.
3. Press the ⬡ key > **Change Password**.

Fixed dialing and smart dialing

Depending on your wireless service provider and wireless network, this feature might not be supported.

About fixed dialing

If you turn on fixed dialing, you can only make calls to contacts that appear in your fixed dialing list and to official emergency access numbers (for example, 911 or 112).

If your wireless service plan includes text messaging, you can also send text messages to contacts that appear in your fixed dialing list.

To use fixed dialing, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code. Depending on your wireless service provider and wireless network, this feature might not be supported.

Turn on fixed dialing

To perform this task, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the home screen, press the ⬡ key.
2. Press the ⬡ key > **Options** > **FDN Phone List**.
3. Press the ⬡ key > **Enable FDN Mode**.
4. Type your PIN2 code.
5. Press the ⬡ key on the keyboard.

To turn off fixed dialing, press the ![key] key > **Disable FDN Mode**.

Related information
I can't make or receive calls, 30

Add, change, or delete a contact in your fixed dialing list

To perform this task, your wireless service provider must set up your SIM card for this service and provide you with a SIM card PIN2 code.

1. From the Home screen, press the ![key] key.
2. Press the ![key] key > **Options** > **FDN Phone List**.
   - To add a contact, press the ![key] key > **New**. Type your PIN2 code. Press the ![key] key. Type a name and phone number.
   - To change a contact, press the ![key] key > **Edit**. Change the contact information.
   - To delete a contact, highlight a contact. Press the ![key] key > **Delete**.
3. Press the ![key] key > **Save**.

About smart dialing

With the smart dialing feature, you can set a default country code and area code for phone numbers in the Contacts application so that you don't have to dial a country code and area code each time that you make a call, unless the country code or area code are different from the default codes that you set. Some country codes aren't supported by the smart dialing feature.

In the smart dialing options, you can also specify the main phone number for an organization that you call frequently so that you can quickly call a contact in that organization by dialing only the extension for the contact. If you add contacts from that organization to your contact list, when you add their phone numbers, you can type just the extensions instead of typing out the main phone number for the organization.

Related information
I can't make or receive calls, 30

Set options for dialing extensions

1. From the Home screen, press the ![key] key.
2. Press the ![key] key > **Options** > **Smart Dialing**.
3. In the **Number** field, type the main phone number for an organization.
4. In the **Wait For** field, set how long your BlackBerry smartphone waits before dialing an extension.
5. In the **Extension Length** field, set the default length for extensions.
6. Press the ![key] key > **Save**.

Set the default country code and area code

1. From the Home screen, press the ![key] key.
2. Press the ![key] key > **Options** > **Smart Dialing**.

3. Set the **Country Code** and **Area Code** fields.
4. If necessary, set the **Local Country Code** field and **International Dialing Digits** field.
5. In the **National Number Length** field, set the default length for phone numbers in your country.
6. Press the ![BlackBerry key] key > **Save**.

Note: When you determine the default length for phone numbers, include your area code and local number, but don't include your country code or the National Direct Dialing prefix.

Conference calls

About conference calls

You can create two types of conference calls with your BlackBerry smartphone. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your smartphone or computer. Conference call meetings allow participants who have a BlackBerry smartphone to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their smartphone, so that they don't have to dial the conference call bridge number and access codes. If you don't have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Related information

Make a conference call

Depending on your wireless service provider or your wireless service plan, this feature might not be supported.

If your BlackBerry smartphone is connected to a CDMA network, you can't join more than two contacts to a conference call.
1. During a call, press the ![BlackBerry key] key > **Add Participant**.
2. Type a phone number or highlight a contact.
3. Press the ![Send key] key.
4. During the new call, press the ![Send key] key to join your first contact to the conference call.
5. To join another contact to the call, repeat steps 1 to 4.

Related information

Create a phone number link for a conference call
1. Type a phone number for the conference call bridge.
2. Type **X** and the access code.

Speak privately with a contact during a conference call

You can perform this task only if you make a conference call by calling other contacts and joining the calls together, and not if you create a conference call meeting in the calendar of your smartphone.

1. During a conference call, press the [ ] key > **Split Call**.
2. Click a contact.

To return to the conference call, press the [ ] key > **Join Conference**.

Disconnect a contact from a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

1. During a conference call, press the [ ] key > **Drop Call**.
2. Click a contact.

Leave a conference call

You can perform this task only if you make a conference call by joining calls together, and not if you create a conference call meeting in the calendar.

If you make a conference call, you can leave the conference call and the call continues without you. Depending on your wireless service provider, this feature might not be supported.

During a conference call, press the [ ] key > **Transfer** or **Flash**.

Call logs

About call logs

Call logs appear in the Phone application and show the status of recent calls by showing either a missed call indicator, placed call indicator, or received call indicator. A call log also includes the date of the call, the phone number, and the estimated duration of the call. For more information about the exact duration of a call, contact your wireless service provider.

The phone list view option allows you to sort how call logs appear in the Phone application. Depending on how you set your call logging options, you can also view call logs in the Messages application. Depending on your theme, when you miss a call, a missed call indicator might also appear at the top of the home screen.

You can also add notes to call logs or send call logs as email messages. Unless you delete a call log, it's stored on your BlackBerry smartphone for 30 days.

Send a call log

1. From the Home screen, press the [ ] key.
2. Highlight a call log.
3. Press the [ ] key > **View** > **History**.
4. Highlight a call log.
5. Press the [ ] key > **Forward**.

Delete call logs

1. From the Home screen, press the ⬯ key.
2. Do one of the following:
   - To delete a single call log, highlight a call log.
   - To delete a range of call logs, highlight a call log. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key.
3. Press the ⌗ key > **Delete**.

Add, change, or delete call log notes

1. From the Home screen, press the ⬯ key.
2. Highlight a call log.
3. Press the ⌗ key > **View** > **History**.
4. Click a call log.
5. Press the ⌗ key.
   - To add notes, click **Add Notes**. Type call notes.
   - To change notes, click **Edit Notes**. Change the call notes.
   - To delete notes, click **Edit Notes**. Press the ⌗ key > **Clear Field**.
6. Press the ⌗ key > **Save**.

View or hide call logs in the Messages application

You can set your BlackBerry smartphone to show call logs, including missed calls, in the Messages application.

1. From the home screen, press the ⬯ key.
2. Press the ⌗ key > **Options** > **Call Logs and Lists**.
   - To show recent and missed calls in the Messages application, select the **All Calls** option.
   - To hide call logs in the Messages application, select the **None** option.
3. Press the ⌗ key > **Save**.

Multiple phone numbers

About multiple phone numbers

When you have multiple phone numbers associated with your BlackBerry smartphone, you can switch the phone number that you use as your active phone number. You have multiple phone numbers associated with your smartphone if one of the following situations applies:

- Your smartphone uses a SIM card and your SIM card supports more than one phone number.
- Your wireless service provider has set up your smartphone to support more than one phone number.
- Your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number.

If your SIM card supports more than one phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you're already on a call, you receive calls to your active phone number only, and any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has set up your smartphone to support more than one phone number, you can make calls and receive calls using your active phone number only. Any calls that you receive to your other phone numbers receive a busy signal or are sent to voice mail.

If your wireless service provider has provided you with a phone number, and your organization has provided you with a BlackBerry MVS Client phone number, you can make calls using your active phone number only, but you receive calls to all phone numbers. If you're already on a call, you can receive calls to all phone numbers.

If your wireless service plan supports text messaging, the first phone number that appears in the drop-down list at the top of the screen in the phone application is the phone number that you use to send and receive text messages.

You can change call waiting, call forwarding, and voice mail options for each phone number associated with your smartphone.

Switch the active phone number

1. From the home screen, press the ⌨ key.
2. Click your phone number at the top of the screen.
3. Click the phone number that you want to set as the active phone number.

Related information
My phone number appears as Unknown in the Phone application, 0
I can't make or receive calls, 30

Phone options

Turn on or turn off dialing from the lock screen

1. From the Home screen, press the ⌨ key.
2. Click **Security** > **Password**.
3. Select or clear the **Allow Outgoing Calls While Locked** checkbox.
4. Press the ⌘ key > **Save**.

Related information
Change when your smartphone locks automatically with a password, 227

Sort phone numbers or contacts on the phone screen

1. From the Home screen, press the ⌨ key.
2. Press the ⌘ key > **Options** > **Call Logs and Lists**.
   - To sort phone numbers or contacts by frequency of use, change the **Phone List View** field to **Most Used**.
   - To sort contacts alphabetically by contact name, change the **Phone List View** field to **Name**.
   - To sort phone numbers or contacts by most recent use, change the **Phone List View** field to **Most Recent**.

3. Press the ![key] key > **Save**.

Related information

Hide or display your phone number when you make calls

Your wireless network can override the option that you choose.

1. From the Home screen, press the ![key] key.
2. Press the ![key] key > **Options** > **In-call Settings**.
   - To hide your phone number when you make calls, change the **Restrict My Identity** field to **Always**.
   - To display your phone number when you make calls, change the **Restrict My Identity** field to **Never**.
   - To allow your wireless network to decide whether to hide or display your phone number, change the **Restrict My Identity** field to **Network Determined**.
3. Press the ![key] key > **Save**.

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the ![key] key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the ![key] key > **Save**.

Change how you answer or end calls with the holster

1. From the home screen, press the ![key] key.
2. Press the ![key] key > **Options** > **In-call Settings**.
   - To answer calls automatically when you remove your BlackBerry smartphone from the holster, change the **Auto Answer Calls** field to **Out of Holster**.
   - To stop answering calls automatically when you remove your smartphone from the holster, change the **Auto Answer Calls** field to **Never**.
   - To end calls automatically when you insert your smartphone in the holster, change the **Auto End Calls** field to **Into Holster**.
   - To stop ending calls automatically when you insert your smartphone in the holster, change the **Auto End Calls** field to **Never**.
3. Press the ![key] key > **Save**.

Change how you answer calls with a headset

If your BlackBerry smartphone is paired with a Bluetooth enabled headset or you have a headset plugged into your smartphone, you can set your smartphone to answer calls automatically after 5 seconds.

1. From the home screen, press the ▭ key.
2. Press the ▦ key > **Options** > **In-call Settings**.
   - To answer calls automatically after 5 seconds, change the **Auto Answer Calls** field to **After 5s (Bluetooth/Headset Only)**.
   - To stop answering calls automatically after 5 seconds, change the **Auto Answer Calls** field to **Never**.
3. Press the ▦ key > **Save**.

Reset a call timer

A call timer provides the estimated duration of calls. For more information about the exact duration of a call, contact your wireless service provider.

1. From the Home screen, press the ▭ key.
2. Press the ▦ key > **Status** > **Last Call** or **Total Calls** > **Clear Timer**.
3. Press the ▦ key > **Save**.

About TTY support

When you turn on TTY support and you connect your BlackBerry smartphone to a TTY device that operates at 45.45 bits per second, you can make calls to and receive calls from TTY devices. Your smartphone is designed to convert received calls to text that you can read on your TTY device.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your smartphone. To get an adapter accessory that Research In Motion has approved for use with your smartphone, visit www.shopblackberry.com.

Turn on or turn off TTY support

1. From the Home screen, press the ▭ key.
2. Press the ▦ key > **Options** > **TTY**.
3. Change the **TTY** field.
4. Press the ▦ key > **Save**.

A TTY indicator appears in the connections area at the top of the Home screen.

Related information

Voice mail

About your voice mail greeting and voice mail password

Depending on your wireless service provider, the method for changing your voice mail greeting or voice mail password might differ. You should be able to access the options for changing your voice mail greeting or voice mail password when you check your voice mail. For more information, contact your wireless service provider.

Check your voice mail

Depending on your theme, you might be able to check your voice mail from the home screen.

1. From the home screen, press the ⌨ key.
2. Press the ⌨ key > **Call Voice Mail**.

Related information
I can't check my voice mail, 0

Change the voice mail access number and password

If a voice mail access number isn't already set on your BlackBerry smartphone, you can type the access number for a different voice mail system.

Note: If you change the voice mail password on your smartphone, you must also call your voice mail system to change the password there. Otherwise, the password for your voice mail isn't updated in your voice mail system. If you forget your voice mail password, call your wireless service provider to get a new password.

1. From the home screen, press the ⌨ key.
2. Press the ⌨ key > **Options** > **Voice Mail**.
3. Type a voice mail access number and a password.
4. Press the ⌨ key > **Save**.

Related information
I can't check my voice mail, 0

Change how many times your smartphone rings before the call goes to voice mail

To change how many times your BlackBerry smartphone rings before the call is forwarded to voice mail, you must call your wireless service provider's voice mail system. Each wireless service provider has a different voice mail system. For more information, contact your wireless service provider.

Related information
I can't change the number of times that my smartphone rings, 0

Voice commands

How to: Voice commands

Perform an action using a voice command

1. On the Home screen or in a folder, click the **Voice Dialing** icon.
2. After the beep, say a voice command.

Related information

I can't make calls using a voice command, 0

Change the options for voice prompts

After you say a voice command, voice prompts might prompt you for further information or clarification, or voice prompts might read out instructions that appear on the screen.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
   - To turn off voice prompts, change the **Audio Prompts** field to **No Prompts**.
   - To turn on voice prompts, change the **Audio Prompts** field to **Basic Prompts**.
   - To turn on voice prompts and to have the voice prompts read out instructions that appear on the screen, change the **Audio Prompts** field to **Detailed Prompts**.
3. Press the ⬛ key > **Save**.

Improve voice recognition

You can improve voice recognition by completing a short series of prompts that ask you to say specific numbers and words.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
3. In the **Voice Adaptation** section, click **Start**.
4. Complete the instructions on the screen.

Available voice commands

Voice command	Description
"Call <*contact name or phone number*>"	Say this voice command to make a call. To perform this task with a Bluetooth enabled device, such as a handsfree car kit or wireless headset, the paired Bluetooth enabled device must support this feature and you must turn on Bluetooth technology. You can't make calls to emergency numbers using voice commands.

Voice command	Description
"Call *<contact name> <phone number type>*"	Say this voice command to call a specific phone number for a contact that is in your contact list. For example, if the contact has a work number and a mobile number, you can say "call *<contact name>* work" to call the work number.
"Call extension *<extension number>*"	Say this voice command to dial an extension. To perform this task, you must set options for dialing extensions. You can dial extensions only within your company.
"Check my phone number"	If you have multiple phone numbers associated with your BlackBerry smartphone, say this voice command to check your active phone number.
"Check signal strength"	Say this voice command to check your wireless coverage level.
"Check network"	Say this voice command to check the wireless network that your smartphone is connected to.
"Check battery"	Say this voice command to check the battery power level.
"Repeat"	Say this voice command to have the last voice prompt repeated to you.
"Cancel"	Say this voice command to close the voice dialing application.

Related information
Set options for dialing extensions, 57

Change the language for voice commands

When you change the language for voice commands, you change the language for voice prompts and the language that you use to make a voice command.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Typing and Language** > **Language**.
3. Change the **Voice Dialing Language** field.
4. Press the ![key] key > **Save**.

Related information
My smartphone doesn't recognize names or numbers in voice commands, 0

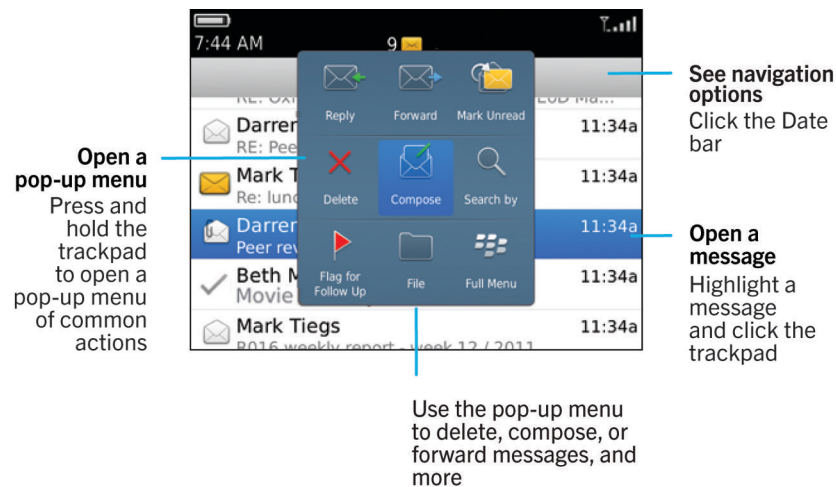## Turn off choice lists for voice commands

If your BlackBerry smartphone identifies more than one possible match to a voice command, your smartphone presents you with a list of possible matches, or a choice list. You can turn off choice lists so that your smartphone always selects the best match and dials the phone number automatically.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Call Management** > **Voice Dialing**.
3. Set the **Choice Lists** field to **Always Off**.
4. Press the ![key] key > **Save**.

Messages

How to: Messages application

Messages at a glance

Open a pop-up menu
Press and hold the trackpad to open a pop-up menu of common actions

See navigation options
Click the Date bar

Open a message
Highlight a message and click the trackpad

Use the pop-up menu to delete, compose, or forward messages, and more

Search for messages

You can search for messages on your BlackBerry smartphone. You might also be able to search for messages in the email application on your computer or in another associated email account if your email account uses the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature.

On the home screen, click the **Messages** icon.

- To search for messages based on the subject, highlight a message. Press the [::] key > **Search by** > **Subject**.
- To search for messages based on the sender, highlight a message. Press the [::] key > **Search by** > **Sender**.
- To perform an advanced search, press the [::] key > **Search by** > **Advanced**. Specify the search criteria. To save the search criteria, press the [::] key > **Save**. Click **Search**.
- To search for messages using the criteria from your last advanced search, press the [::] key > **Search by** > **Advanced**. Press the [::] key > **Last**.

Note: If you search for messages, your smartphone doesn't search attachments.

To stop a search, press the [⤺] key.

Related information

Hide filed and sent messages from the Messages application

1. On the home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Message Display and Actions**.
   - To hide filed messages, select the **Hide Filed Messages** checkbox.
   - To hide sent messages, select the **Hide Sent Messages** checkbox.
3. Press the ![key] key > **Save**.

Show or hide messages from the Messages application

You can prevent messages from specific email accounts from appearing in the Messages application. You can also set a separate icon to appear on the home screen for text messages. Depending on your theme, a separate icon might already appear by default.

1. On the home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Inbox Management**.
   - To hide messages from specific email accounts, in the **Email Accounts** section, clear the checkbox beside one or more email accounts.
   - To show text messages, in the **Other Message Types** section, select the **Text Messages** checkbox.
3. Press the ![key] key > **Save**.

View or hide call logs in the Messages application

You can set your BlackBerry smartphone to show call logs, including missed calls, in the Messages application.

1. From the home screen, press the ![key] key.
2. Press the ![key] key > **Options** > **Call Logs and Lists**.
   - To show recent and missed calls in the Messages application, select the **All Calls** option.
   - To hide call logs in the Messages application, select the **None** option.
3. Press the ![key] key > **Save**.

Hide the new or unread message indicator

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Message Display and Actions**.
   - To hide the new message indicator, clear the **Display New Message Indicator** checkbox.
   - To hide the unread message indicator, change the **Display Message Count** field to **None**.
3. Press the ![key] key > **Save**.

Change how you group email messages

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Display Style** > **Group by Subject** or **Single Messages**.

Use color to differentiate work messages from other messages

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Display** > **Message Categorization**.
3. In the **Message Outline Colors** section, do any of the following:
   - To set an outline color for email that is sent to your BlackBerry smartphone through a BlackBerry Enterprise Server, change the **Enterprise Messages** field.
   - To set an outline color for your other messages, change the **Other Messages** field.
4. Press the ![key] key > **Save**.

Note: PIN messages might use the outline color that you have set for your work email. For more information, contact your administrator.

Related information
Change the display color of PIN messages, 87

Set how long your smartphone stores messages

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Message Display and Actions**.
3. Change the **Days To Keep Messages** field.
4. Press the ![key] key > **Save**.

Related information
Some messages no longer appear on my smartphone, 0

Open a new message automatically when you remove your smartphone from your holster

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Message Display and Actions**.
3. Change the **Auto Open Newest Message After Removing Device From Holster** field.
4. Press the ![key] key > **Save**.

Turn off the delete message or read message prompt

1. On the home screen, click the **Messages** icon.
2. Press the ⬛ key > **Options** > **Message Display and Actions**.
   - To turn off the delete message prompt, in the **Actions** section, clear the **Confirm Delete** checkbox.
   - To turn off the read message prompt, in the **Actions** section, clear the **Confirm Mark Prior Read** checkbox.
3. Press the ⬛ key > **Save**.

Change options for spell check

1. On the home screen, click the **Messages** icon.
2. Press the ⬛ key > **Options** > **Spell Check**.
   - To check spelling before sending your email, select the **Spell Check Email Before Sending** checkbox.
   - To set the size of the word to check, click a number in the **Minimum Sized Word To Check** dialog box.
3. Press the ⬛ key > **Save**.

Email

How to: Email

Set up an email address

1. On the Home screen, click the **Setup** icon.
2. In the **Setup** section, click the **Email Accounts** icon.
3. Follow the screens to set up your email address. When your email address is set up correctly, you receive a confirmation message. To view and manage your email messages, on the Home screen, click the **Messages** icon.

Note: In some cases, you might see the following options. If so, select one of the options.

- **Internet Mail Account**: Use this option to associate your BlackBerry smartphone with one or more existing email accounts (for example, Windows Live Hotmail) or to create a new email address for your smartphone.
- **Enterprise Account**: If your administrator gave you an enterprise activation password, use this option to associate your smartphone with your work email account using the BlackBerry Enterprise Server.

If you are trying to set up a Internet email account (for example, Windows Live Hotmail or Google Mail) or a new email address for your smartphone, and do not see this option, contact your administrator or wireless service provider.

Related information

Reconcile email over the wireless network manually, 71

Reconcile email over the wireless network manually

If you file or delete email messages and the changes aren't reflected on your BlackBerry smartphone or on your computer, you can reconcile your email manually. To complete this task, wireless email reconciliation must be turned on.

1. On the home screen, click the **Messages** icon.
2. Press the [::] key > **Reconcile Now**.

Related information

About synchronization and reconciliation, 139
Some characters in calendar entries don't appear correctly after synchronization, 0
Turn on or turn off wireless email reconciliation, 78

Change options for your personal email account

Depending on your wireless service provider, you might not be able to change some options for your personal email account.

You can change options for each personal email account that you added to your BlackBerry smartphone. You can create email filters, synchronize your contacts, change your signature or display name, and more.

1. On the Home screen, click the **Messages** icon.
2. Press the [::] key > **Options** > **Email Account Management**.
3. Click the email account that you want to change options for.

For more information about personal email accounts, visit www.blackberry.com/docs/smartphones and click the link under **Email Setup**.

Compose and send an email

1. On the home screen, click the **Messages** icon.
2. Press the [::] key > **Compose Email**.
3. In the **To** field, type an email address or a contact name.
4. Type a message.
5. Press the [::] key > **Send**.

Related information

Search for a contact, 148
Personal distribution lists, 152
I can't send messages, 32

Check spelling

You can check spelling in messages, calendar entries, tasks, or memos that you create.

1. Press the [::] key > **Check Spelling**.
2. Do any of the following:
    *   To accept the suggested spelling, click a word in the list that appears.
    *   To ignore the suggested spelling, press the [⤺] key.

- To ignore all instances of the suggested spelling, press the [::] key > **Ignore All**.
- To add the word to the custom dictionary, press the [::] key > **Add To Dictionary**.
- To stop checking spelling, press the [::] key > **Cancel Spell Check**.

Related information

I can't check spelling, 0

Save a message

Saved messages aren't deleted even if your BlackBerry smartphone is set to delete messages automatically after a certain period of time.

On the home screen, click the **Messages** icon.

- To save an email or a PIN message, highlight an email or a PIN message. Press the [::] key > **Save**.
- To save a draft email, press the [::] key > **Compose Email** > **Save Draft**.

Related information

View saved messages, 73

Compose and send an email, 71

Blind carbon copy a contact

You can blind carbon copy a contact in an email or a PIN message.

When you are composing an email or a PIN message, press the [::] key > **Add Bcc**.

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1.	When you are composing a message, press the [::] key > **Attach** > **Contact**.
2.	Find and highlight a contact.
3.	Press the [::] key > **Continue**.

Related information

I can't attach a file to a text message, 0

Attach a file to an email

To attach a file that is saved on your organization's network, your email account must use a BlackBerry Enterprise Server that supports this feature. For more information, contact your administrator.

When you are composing an email, press the [::] key > **Attach** > **File**.

- To attach a file that is saved on your BlackBerry smartphone or media card, find and click the file.
- To attach a file that is saved on your organization's network, press the [::] key > **Go To**. Find and click the file. If necessary, type the credentials that you use to connect to your organization's network.

Set the importance level for an email or a PIN message that you send

If you change the importance level of an email or a PIN message, a high priority indicator **!** or low priority indicator **↓** appears beside that message on your BlackBerry smartphone. If the recipient's messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.

1. When you are composing an email or a PIN message, press the ⚏ key > **Options**.
2. Change the **Importance** field.
3. Press the ⚏ key > **Save**.

Viewing and replying to email

View saved messages

1. On the Home screen, click the **Messages** icon.
2. Press the ⚏ key > **View Saved Messages**.

View an address instead of a display name

In a message, press the ⚏ key > **Show Address**.

To view the display name again, press the ⚏ key > **Show Name**.

Reply to or forward an email or PIN message

In a message, press the ⚏ key.

*   To reply to a message, click **Reply** or **Reply to All**.
*   To forward a message, click **Forward** or **Forward As**.

Related information

I can't send messages, 32

Delete the original text from a reply message

When you are replying to a message, press the ⚏ key > **Delete Original Text**.

Stop a message from sending

You can stop a message from sending only if a clock icon appears beside the message.

1. On the Home screen, click the **Messages** icon.
2. Highlight the message.
3. Press the ⚏ key > **Delete**.

Resend a message

You cannot change a text message before you resend it.

In a sent message, press the ![key] key.

- To change the message, click **Edit**. Change the message. Press the ![key] key > **Send**.
- To change the recipients, click **Edit**. Highlight a contact. Press the ![key] key > **Change Address**. Click a new contact. Press the ![key] key > **Send**.
- To resend the message without changing it, click **Resend**.

Related information

Change options for HTML email

1. On the home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Preferences**.
3. In the **HTML Email** section, do any of the following:
    - To view email in plain text format, clear the **Enable HTML Email** checkbox.
    - To download images automatically in HTML email, select the **Download Images Automatically** checkbox.
    - To turn off the prompt that appears before downloading images in HTML email, clear the **Confirm External Image Download** checkbox.
4. Press the ![key] key > **Save**.

Organizing your email inbox

Delete one or more messages

On the home screen, click the **Messages** icon.

- To delete a message, highlight the message. Press the ![key] key > **Delete**.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the ![key] key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the ![key] key > **Delete Prior** > **Delete**.
- To delete a saved message, press the ![key] key > **View Saved Messages**. Highlight the message. Press the ![key] key > **Delete**. If necessary, delete the message from your message inbox as well.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Mark a message as read or unread

On the Home screen, click the **Messages** icon.

- To mark a message as read or unread, highlight the message. Press the ![key] key > **Mark Read** or **Mark Unread**.

- To mark all messages that are prior to a specific date as read, highlight a date field. Press the ![key] key > **Mark Prior Read**.

Add, change, or remove a flag

If you make changes to a flag in an email that you sent, the changes are reflected only on your BlackBerry smartphone and are not sent to the recipient. Depending on the message service you're using, you might not be able to do this task.

When you are composing or viewing an email, press the ![key] key.

- To add a flag, click **Flag for Follow Up**. Set the flag properties. Press the ![key] key > **Save**.
- To change a flag, click **Flag Properties**. Change the flag properties. Press the ![key] key > **Save**.
- To remove a flag, click **Clear Flag**.

Filter email by sender or subject

1. On the home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the ![key] key > **Filter by** > **Sender** or **Subject**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the ![key] key > **Save**.

Add, move, rename, or delete an email folder

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **View Folder**.
3. Highlight a folder.
4. Press the ![key] key.
   - To add a folder, click **Add Folder**.
   - To move a folder, click **Move Folder**. Click the new location.
   - To rename a folder, click **Rename Folder**.
   - To delete a folder, click **Delete Folder**.

File an email

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Highlight an email.
3. Press the ![key] key > **File**.
4. Highlight a folder.

5. Press the ⬚ key > **File**.

View filed messages

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **View Folder**.
3. Click a folder.

Email filters

Create an email filter

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

For information about completing this task for a personal email account that you have on your BlackBerry smartphone (such as Google Mail™ or Windows Live™ Hotmail®), visit www.blackberry.com/docs/smartphones and click the link under **Email Setup**.

1. On the Home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Email Filters**.
3. Press the ⬚ key > **New**.
4. Type a name for the email filter.
5. Set the email filter options.
6. Press the ⬚ key > **Save**.

Options for email filters

Option	Description
From	Specify one or more contacts or email addresses that the email filter should search for in the From field of your email. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.
Sent to	Specify one or more contacts or email addresses that the email filter should search for in the Sent To field of your email. Separate multiple contacts or email addresses with a semicolon (;). To specify that the email filter should search for

Option	Description
	all contacts or email addresses that contain specific text, type the text and use an asterisk (*) as a wildcard character to represent the rest of the contact or email address.
Subject	Specify the text that the email filter should search for in the Subject field of your email.
Message	Specify the text that the email filter should search for in the body of your email.
Sent directly to me	Set whether the email filter applies to email that includes your email address in the To field.
Cc to me	Set whether the email filter applies to email that includes your email address in the Cc field.
Bcc to me	Set whether the email filter applies to email that includes your email address in the Bcc field.
Importance	Set the importance level of email that the email filter applies to.
Sensitivity	Set the sensitivity level of email that the email filter applies to.
Action	Set whether email that the email filter applies to is forwarded to your BlackBerry smartphone. If email is forwarded, specify whether it is forwarded with high importance or with the email header only.

Turn on an email filter

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Email Filters**.
3. Select the check box beside an email filter.
4. Press the ⌗ key > **Save**.

Change, prioritize, or delete an email filter

1. On the Home screen, click the **Messages** icon.
2. Press the ⌗ key > **Options** > **Email Filters**.
3. Highlight an email filter.
4. Press the ⌗ key.
   - To change an email filter, click **Edit**. Change the options for the email filter. Press the ⌗ key > **Save**.
   - To prioritize an email filter, click **Move**. Click the new location.

- To delete an email filter, click **Delete**.

Synchronizing email

About synchronization and reconciliation

The wireless data synchronization and wireless email reconciliation features are designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) and reconcile email between your BlackBerry smartphone and the email application on your computer over the wireless network.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Turn on or turn off wireless email reconciliation

You can turn on or turn off wireless email reconciliation for each email address associated with your BlackBerry smartphone.
1. On the home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Select or clear the **Wireless Reconcile** checkbox.

Empty the deleted items folder on your computer from your smartphone

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Reconciliation**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the ![key] key > **Purge Deleted Items**.

Forward messages from a specific email folder to your smartphone

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.

4. Press the [menu] key > **Folder Redirection**.
5. Select the checkbox beside an email folder.
6. Press the [menu] key > **Save**.

Note: If you click the **Select All** menu item, all email, including email that appears in the sent items folder in the email application on your computer, appears on your BlackBerry smartphone.

Related information

Stop forwarding email to your smartphone

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen, click the **Messages** icon.
2. Press the [menu] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Send Email to Handheld** checkbox.
5. Press the [menu] key > **Save**.

To forward email to your BlackBerry smartphone again, select the **Send Email to Handheld** checkbox.

Stop storing email sent from your computer on your smartphone

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the home screen, click the **Messages** icon.
2. Press the [menu] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Press the [menu] key > **Folder Redirection**.
5. Clear the checkbox beside the **Sent Items** folder.
6. Press the [menu] key > **Save**.

Stop storing email sent from your smartphone on your computer

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the home screen, click the **Messages** icon.
2. Press the [menu] key > **Options** > **Email Preferences**.
3. If the **Message Services** field appears, set this field to the appropriate email account.
4. Clear the **Save Copy In Sent Folder** checkbox.

5. Press the ![key] key > **Save**.

Google Mail

About Google Mail on your smartphone

Depending on your wireless service plan or administrator, you can add a Google Mail account (also known as a Gmail account) to your BlackBerry smartphone. Similar to the Google Mail web application that you can use on your computer, related messages are grouped into a single conversation. To help organize your message inbox, you can create and apply your own custom labels, report spam, archive messages, and add stars to important email messages.

For more information about Google Mail, visit www.googlemail.com.

Add or remove a Google Mail star

You can mark an important Google Mail message or conversation with a star.

1. On the home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the ![key] key.
    - To add a star, click **Add Star**.
    - To remove a star, click **Remove Star**.

Apply or remove a Google Mail label

You can apply a label or multiple labels to a Google Mail message or conversation to help organize your message inbox. If you apply a label to an individual message in a conversation, the label is applied to all of the messages in the conversation.
1. On the home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the ![key] key > **Labels**.
    - To apply a label, select the checkbox beside the label.
    - To remove a label, clear the checkbox beside the label.
4. Press the ![key] key > **Save**.

View Google Mail messages with a specific label

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **View Folder**.
3. Click a label.

Create or delete a Google Mail label

1. On the Home screen, click the **Messages** icon.
2. Press the ![key] key > **Labels**.
    - To create a new label, click **New Label**. Type a label name. Click **Save**.

- To delete a label, highlight a label. Press the ![key] key > **Delete**.

Preview more of grouped email messages

To display more lines of each email in a group, you must have set your BlackBerry smartphone to group email messages by subject.

1. On the Home screen, click the **Messages** icon.
2. Click **Options** > **Message Display and Actions**.
3. Change the **Preview Length** field.
4. Press the ![key] key > **Save**.

Archive a Google Mail message or conversation

If you archive a Google Mail message that is part of a conversation, the Archive label is applied to all of the messages in the conversation.

1. On the Home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the ![key] key > **Archive** > **Yes**.

Note: Depending on how you've set your BlackBerry smartphone to store messages, archived messages might be automatically deleted from your smartphone after a certain period of time.

Move archived Google Mail messages to your message inbox

1. On the home screen, click the **Messages** icon.
2. Press the ![key] key > **View Folder** > **Archive**.
3. Highlight a Google Mail message or conversation.
4. Press the ![key] key > **Move to Inbox**.

Report spam sent to your Google Mail account

When you report a Google Mail message as spam, it's deleted from your BlackBerry smartphone. If you report a message that is part of a conversation, all of the messages in the conversation are also reported as spam.

1. On the home screen, click the **Messages** icon.
2. Highlight a Google Mail message or conversation.
3. Press the ![key] key > **Report Spam**.
4. If necessary, click **Yes**.

Text messages

How to: Text messages

About text messages

To send and receive text messages, your wireless service provider must set up your wireless service plan for text messaging. Depending on your wireless service provider, this feature might not be supported.

Depending on the typing input language that you use to type your text messages, your messages might display to your recipients differently than you expect.

Depending on your wireless service provider, you might also be able to send and receive the following media files in text messages: .jpg, .gif, .wbmp, .midi, .vcf (vCard), .ics (iCalendar), .avi, .mpg, or .mov.

If you have more than one phone number associated with your BlackBerry smartphone, your smartphone sends text messages using the first phone number that appears in the My Number field in the Phone application.

Compose and send a text message

The number of recipients that you can send a text message to depends on your wireless service provider.

1. On the home screen, click the **Text Messages** icon.
2. Press the key > **Compose Text Message**.
3. In the **To** field, do one of the following:
    *   Type a contact name.
    *   Press the key > **Choose Contact**. Click a contact.
    *   Type a phone number that can receive text messages (including the country code and area code). For languages with non-Latin characters, press the **Alt** key to type numbers. Press the key on the keyboard.
    *   If your BlackBerry smartphone is connected to a CDMA network, you can type an email address.
4. Type a message.
5. Press the key on the keyboard.

Related information
Personal distribution lists, 152
I can't send messages, 32

Attach a media file, contact card, appointment, or location to a text message

To attach a video, the video must be recorded in MMS mode.

1. When you're composing a text message, press the key > **Attach**.
2. Click an attachment type.

3. Click a file.

Related information

Change the video size and format, 114
I can't attach a file to a text message, 0

Save a media file from a text message

1. In a text message, open an attachment.
2. Press the ![key] key.
3. Click **Save <media type>**.
4. Click **Save**.

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1. When you are composing a message, press the ![key] key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the ![key] key > **Continue**.

Related information

I can't attach a file to a text message, 0

Reply to or forward a text message

You can't forward text messages that contain content that is copyright protected.

1. On the Home screen, click the **Text Messages** icon.
2. Highlight a message.
    - To reply to a message, press the ![key] key > **Reply.**
    - To forward a message, press the ![key] key > **Forward.**

Add an appointment to your calendar from a text message

1. In a text message, highlight an iCalendar attachment.
2. Press the ![key] key > **View Appointment**.
3. Press the ![key] key > **Add To Calendar**.

Delete the history from a text message

Do one of the following:
    - To delete an individual message from the history, highlight the message. Press the ![key] key > **Delete Message**.
    - To delete all the messages from the history and keep the chat open, when you are replying to a message, press the
      ![key] key > **Clear Conversation**.

- To delete all the messages from the history and close the chat, in your list of text messages, highlight a message. Press the ![key] key > **Delete**.

Cell broadcasting

About cell broadcasting

Cell broadcasting is designed to enable wireless service providers to use SMS text messaging to send information to all BlackBerry smartphones in a specific geographical area simultaneously. You can receive cell broadcast messages that contain a specific type of information by subscribing to a cell broadcast channel that provides that type of information. Different cell broadcast channels send different cell broadcast messages. For example, one cell broadcast channel might send regular weather forecasts while another might send traffic reports.

Turn on cell broadcasting

To perform this task, your BlackBerry smartphone must use a SIM card, and your wireless service provider must set up your SIM card with a cell broadcast channel or provide you with the ID for a cell broadcast channel.

Depending on your wireless service provider and the wireless network that your smartphone is connected to, this feature might not be supported.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcasting**.
3. Select the **Enable Cell Broadcasting** checkbox.
    - If one or more cell broadcast channels appear on the screen, select the checkbox beside the channel.
    - If no cell broadcast channels appear on the screen, highlight the **Empty** field. Press the ![key] key > **Add Channel**. Type the channel ID and a nickname. Click **OK**.
4. Select the checkbox beside a language.
5. Press the ![key] key > **Save**.

To turn off cell broadcasting, clear the **Enable Cell Broadcasting** checkbox. Before you turn off cell broadcasting, verify that your wireless service provider does not use cell broadcasting to manage services, such as preferred rates, based on your location.

Related information

I can't turn on cell broadcasting, 0

Stop receiving messages from a cell broadcast channel

Verify that your wireless service provider does not use the cell broadcast channel to manage services, such as preferred rates, based on your location.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcasting**.
3. In the **Channels** section, highlight a cell broadcast channel.
4. Press the ![key] key.
    - To stop receiving messages from the cell broadcast channel, click **Disable**.

- To delete the cell broadcast channel, click **Delete Channel**.

Rename a cell broadcast channel

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Cell Broadcasting**.
3. In the **Channels** section, highlight a cell broadcast channel.
4. Press the ![key] key > **Set Nickname**.
5. Type a name for the cell broadcast channel.
6. Click **OK**.
7. Press the ![key] key > **Save**.

Emergency alert messages

About emergency alert messages

If your wireless service provider or administrator participates in CMAS, you might receive emergency alert messages in your message inbox or your emergency alert message inbox on your BlackBerry smartphone. CMAS is an emergency alert network that can send presidential, imminent threat to safety of life, and amber alert messages. Depending on your smartphone model and wireless network, this feature might not be supported. For more information, contact your wireless service provider or administrator.

Unsubscribe from emergency alert messages

You can't unsubscribe from presidential alert messages.

1. On the home screen, click the **Messages** icon.
2. Press the ![key] key > **Options** > **Emergency Alert Messages**.
   - To unsubscribe from imminent threat alert messages, clear the **Imminent Threat Alert Messages** checkbox.
   - To unsubscribe from amber alert messages, clear the **Amber Alert Messages** checkbox.

Delete one or more messages

On the home screen, click the **Messages** icon.
- To delete a message, highlight the message. Press the ![key] key > **Delete**.
- To delete a range of messages, highlight a message. Press and hold the **Shift** key. On the trackpad, slide your finger up or down. Release the **Shift** key. Press the ![key] key > **Delete Messages**.
- To delete all messages prior to a certain date, highlight a date field. Press the ![key] key > **Delete Prior** > **Delete**.

- To delete a saved message, press the [image] key > **View Saved Messages**. Highlight the message. Press the [image] key > **Delete**. If necessary, delete the message from your message inbox as well.

Note: Email messages that you delete using the Delete Prior menu item are not deleted from the email application on your computer during email reconciliation.

Mark a message as read or unread

On the Home screen, click the **Messages** icon.
- To mark a message as read or unread, highlight the message. Press the [image] key > **Mark Read** or **Mark Unread**.
- To mark all messages that are prior to a specific date as read, highlight a date field. Press the [image] key > **Mark Prior Read**.

PIN messages

How to: PIN messages

Find your PIN

Do one of the following:
- On the Home screen or in a folder, click the **Options** icon. Click **Device** > **Device and Status Information**.
- If supported by your input language, in a message or memo, type **mypin** followed by a space.

Compose and send a PIN message

1. On the Home screen, click the **Messages** icon.
2. Press the [image] key > **Compose Other** > **Compose PIN**.
3. In the **To** field, do one of the following:
   - Type a PIN. Press the [image] key on the keyboard.
   - If you have a PIN saved for a contact that is in your contact list, type the contact name. Press the [image] key on the keyboard.
4. Type a message.
5. Press the [image] key > **Send**.

Related information

Create a link for a PIN

You can create a link for a PIN in a message, calendar entry, task, or memo. If you click the link, you can send a PIN message.

When you are typing text, type **pin:** and the PIN.

Reply to or forward an email or PIN message

In a message, press the ⬚ key.

- To reply to a message, click **Reply** or **Reply to All**.
- To forward a message, click **Forward** or **Forward As**.

Related information

I can't send messages, 32

Set the importance level for an email or a PIN message that you send

If you change the importance level of an email or a PIN message, a high priority indicator ❗ or low priority indicator ⬇ appears beside that message on your BlackBerry smartphone. If the recipient's messaging application supports importance levels for messages, the importance level will also be indicated to the recipient.

1. When you are composing an email or a PIN message, press the ⬚ key > **Options**.
2. Change the **Importance** field.
3. Press the ⬚ key > **Save**.

Change the display color of PIN messages

1. On the home screen, click the **Messages** icon.
2. Press the ⬚ key > **Options** > **Message Display and Actions**.
3. To change the display color of PIN messages in your inbox, clear the **Display PIN Messages in Red** checkbox.
4. Press the ⬚ key > **Save**.

Attachments

How to: Attachments

About files and attachments

You can view and download attachments and store them on your BlackBerry smartphone or a media card. If your email account uses a BlackBerry Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your smartphone or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your smartphone. You can also rename, move, and delete files on your organization's network from your smartphone.

To change attachments or files that you download, you can use third-party editing applications, such as Documents To Go, that are designed for use on BlackBerry smartphones.

Related information

Open and save an attachment

To perform this task, your email account must be associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the ⬛ key.
2. Click an attachment.
3. Click **Documents To Go** or **Basic Viewer**.
4. If you receive a notification that the file is large, do one of the following:
   - Click **Continue** to open the document.
   - Click **Cancel** to return to the email message.
5. Select a location.
6. Click **Save** or **Cancel**.

Related information

Save a file or an attachment

To perform this task, your email account must be associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a webpage, do one of the following:
   - If there is only one attachment in a message or calendar entry, press the ⬛ key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the ⬛ key.
   - If you are downloading a file from a webpage, press the ⬛ key.
2. Click **Download Attachment** or **Download File**.
3. Click the folder that you want to save the file or attachment in.
4. Click **Save**.

To stop downloading an attachment, in a message, highlight an attachment that you are downloading. Press the ⬛ key > **Cancel Download**.

Send a file

To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.

3. Press the ![key] key > **Send**.
4. Click a message type.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information

Open a link in a file or an attachment

Some files might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.
1. In a file, highlight a link.
2. Press the ![key] key > **Open Link** or **Retrieve**.

To return to the file, press the ![key] key.

Set font options for a file or an attachment

1. In a file or an attachment, press the ![key] key > **Options**.
2. Change the font fields.
3. Press the ![key] key > **Save**.

View properties for a file

You can view the size, author, publication date, and other properties of a file.
1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ![key] key > **Properties**.

Related information

Contact cards

About contact cards

A contact card (sometimes called avCard or .vcf file) contains information for a specific contact. You can send contact cards as attachments to email messages, PIN messages, text messages, or BlackBerry Messenger messages.

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.
1. When you are composing a message, press the ![key] key > **Attach** > **Contact**.
2. Find and highlight a contact.

3. Press the ![key] key > **Continue**.

Related information

Save a contact card from a message

If you receive a contact card in a message, you can save it so that the contact information is added to your contact list.

1. In a message, highlight a contact card.
2. Press the ![key] key > **View Attachment**.
3. Press the ![key] key.
4. Click one of the following items:
   - **Add to Contacts**
   - **Update Contact**

Security options for messages

Block incoming messages

If your work email account is associated with a BlackBerry Enterprise Server, you might not be able to block or unblock PIN messages from contacts within your organization, from contacts outside of your organization, or both.
When you block messages, you can set your smartphone to allow messages from specific contacts.

1. Do one of the following:
   - To block all incoming email, PIN, or text messages, on the home screen or in a folder, click the **Options** icon. Click **Security** > **Firewall**. Select the checkbox beside one or more message types.
   - To block only text messages with attachments that are from an advertiser or unknown sender, on the home screen, click the **Text Messages** icon. Press the ![key] key > **Options**. In the **MMS** section, in the **Message Filtering** section, select the **Reject Anonymous Messages** checkbox or the **Reject Advertisements** checkbox.
2. Press the ![key] key > **Save**.

Note: Even though you don't receive blocked messages on your BlackBerry smartphone, blocked messages might contribute to data usage in your wireless service plan. You can stop email messages from being forwarded to your smartphone without contributing to data usage by turning off email message forwarding or by using email message filters.

Related information

Allow messages from contacts in your contact list or allowed sender list

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. In the **General** section, if the **Enable** checkbox isn't selected, select it.

4. In the **Block Incoming Messages** section, select one or more message types.
5. Select the **Contacts** checkbox or **Specific Addresses, Phone Numbers, or PINs** checkbox.
6. Press the ⬛ key > **Save**.

Add a contact to your allowed sender list

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. In the **General** section, if the **Enable** checkbox isn't selected, select it.
4. In the **Block Incoming Messages** section, select one or more message types.
5. In the **Exceptions** section, select the **Specific Addresses, Phone Numbers, or PINs** checkbox.
6. Click **Add**.
7. Press the ⬛ key.
8. Click one of the following menu items:
   - **Add Email Address**
   - **Add Phone Number**
   - **Add PIN**
9. In the **Enter new exception** dialog box, type the contact information.
10. Press the ⏎ key on the keyboard.
11. Press the ⬛ key > **Close**.
12. Press the ⬛ key > **Save**.

Reset a blocked message counter

If you block messages, the blocked message counter tracks how many messages your BlackBerry smartphone has blocked. You can set the blocked message counter back to zero.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Firewall**.
3. Highlight a message type.
4. Press the ⬛ > **Reset Count** or **Reset All Counts**.

S/MIME and PGP protected messages

S/MIME and PGP protected message basics

About signing and encrypting messages

If your email account uses a BlackBerry Enterprise Server that supports this feature, you can digitally sign or encrypt messages to add another level of security to email and PIN messages that you send from your BlackBerry smartphone. Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. When you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message hasn't been changed.

Encryption is designed to keep messages confidential. When you encrypt a message, your smartphone uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

To send an encrypted PIN message, you must have a PIN and an email address for the contact in your contact list. Your smartphone uses the email address in your contact list to locate a PGP key or certificate for the contact.

Sign or encrypt a message

You can sign or encrypt email and PIN messages.
1. When you are composing a message, change the **Encoding** field.
2. If necessary, change the **Classification** field.

Related information

Some signing and encryption options aren't available on my smartphone, 0

Encrypt an S/MIME or a PGP protected message with a passphrase

By default, your BlackBerry smartphone uses your certificate or PGP key to encrypt messages.
1. When composing a message, change the **Encoding** field to an option that uses encryption.
2. Press the ⸬ key > **Options**.
3. In the **Encryption** section, select the **Use Password-Based Encryption** checkbox or **Use Conventional Encryption** checkbox.
4. Press the ⸬ key > **Save**.

Using a secure method, let the recipient know what the passphrase is.

Attach a certificate or PGP key to a message

You can attach a certificate or PGP key to email and PIN messages.
1. When composing a message, press the ⸬ key > **Attach** > **Certificates** or **PGP Keys**.
2. Highlight a certificate or PGP key.
3. Press the ⸬ key > **Continue**.

Download the certificate or PGP key used to sign or encrypt a message

If a certificate or PGP key isn't included in a received message or isn't already stored in the key store on your BlackBerry smartphone, you can download the certificate or PGP key.

If you are enrolled with the PGP Universal Server, your smartphone might download the sender's PGP key from the PGP Universal Server automatically. You can't download the sender's PGP key manually.

1. In a message, highlight the encryption indicator or a digital signature indicator.
2. Press the   ⬛   key > **Fetch Sender's Certificate** or **Fetch Sender's PGP Key**.
3. Specify the search criteria.
4. Press the   ⬛   key > **Search**.
5. Click a certificate or PGP key.
6. Click **Add To Key Store**.

Add a certificate or PGP key from a message

If you are enrolled with the PGP Universal Server, you can't add PGP keys from messages.
1. In a message, highlight a digital signature indicator.
2. Press the   ⬛   key.
   - To import the certificate or PGP key, click **Import Certificate** or **Import PGP Key**.
   - To import and trust the certificate or PGP key, click **Trust Certificate** or **Trust PGP Key**.

Add a certificate or PGP key from an attachment

If you are enrolled with the PGP Universal Server, you can't add PGP keys from attachments.
1. In a message, click the certificate or PGP key attachment at the end of the message.
2. Click **Retrieve Certificate** or **Retrieve PGP Key**.
3. Click the certificate or PGP key.
   - To import the certificate or PGPkey, click **Import Certificate** or **Import PGP Key**.
   - To import and trust the certificate or PGP key, click **Trust Certificate** or **Trust PGP Key**

Related information

I can't open an attachment in an encrypted message, 0

Attachment indicators in S/MIME-protected messages

Indicator	Description
	The message includes a certificate attachment.
	The message includes multiple certificate attachments.
	The message includes a certificate server attachment.

Attachment indicators in PGP protected messages

Indicator	Description
	The message includes a PGP key attachment.
	The message includes multiple PGP key attachments.
	The message includes a certificate server attachment.

Add connection information for a certificate server from a message

If you are enrolled with the PGP Universal Server, you can't add connection information for a certificate server from a message.

1. In a message, highlight the indicator at the end of the message.
2. Press the key > **Import Server**.

View the certificate used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the key > **View Sender's Certificate** or **View Encryption Certificate**.

View the PGP key used to sign or encrypt a message

1. In a message, highlight the encryption status indicator or a digital signature indicator.
2. Press the key > **View Sender's PGP Key** or **View Encryption PGP Key**.

View encryption information for a weakly encrypted message

1. In a weakly encrypted message, highlight the encryption status indicator.
2. Press the key > **Encryption Details**.

S/MIME and PGP protected message status

Digital signature indicators for S/MIME-protected messages

Indicator	Description
	Your BlackBerry smartphone verified the digital signature.
	Your smartphone can't verify the digital signature.

Indicator	Description
	Your smartphone requires more data to verify the digital signature.
	Your smartphone trusts the certificate chain.
	The sender's email address doesn't match the email address of the certificate subject, or the sender's certificate is revoked, isn't trusted, can't be verified, or isn't on your smartphone.
	The certificate is weak, the certificate status isn't current, or your smartphone requires more data to verify the trust status of the certificate.
	The sender's certificate is expired.

Digital signature indicators for PGP protected messages

Indicator	Description
	Your BlackBerry smartphone verified the digital signature.
	Your smartphone can't verify the digital signature.
	Your smartphone requires more data to verify the digital signature.
	Your smartphone trusts the sender's PGP key.
	The sender's email address doesn't match the email address in the key, or the sender's PGP key is revoked, isn't trusted, can't be verified, or isn't on your smartphone.
	The key status isn't current, or your smartphone requires more data to verify the trust status of the key.
	The sender's PGP key is expired.

Encryption status indicators

Your administrator sets whether messages that you receive are considered to be strong or weak.

Indicator	Description
🔒	The message is strongly encrypted.
🔒	The message is weakly encrypted.

Check the status of a certificate or certificate chain

If a certificate is included in a received message, or is already stored in the key store on your BlackBerry device, you can check the status of the sender's certificate, or you can check the status of the sender's certificate and all other certificates in the certificate chain.

1. In a message, highlight a digital signature indicator.
2. Press the **Menu** key.
3. Click **Check Sender's Certificate** or **Check Sender's Cert Chain**.

S/MIME and PGP protected message options

Change your signing and encryption certificate or key

Your BlackBerry smartphone uses your certificate or PGP key to encrypt messages in the Sent Items folder and includes your encryption certificate or PGP public key in messages that you send so that recipients can encrypt their reply messages.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. Change the **Certificate** fields or the **Default Key** field.
4. Press the ⌗ key > **Save**.

Related information

Some signing and encryption options aren't available on my smartphone, 0

Change options for downloading attachments in encrypted messages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. Do one of the following:
   - To download attachments in encrypted messages automatically, change the **Encrypted Attachment Support** field to **Automatic**.
   - To download attachments in encrypted messages manually, change the **Encrypted Attachment Support** field to **Manual**.
   - To prevent your BlackBerry smartphone from downloading attachments in encrypted messages, change the **Encrypted Attachment Support** field to **None**.
4. Press the ⌗ key > **Save**.

Change the default signing and encryption option

Your BlackBerry smartphone is designed to use the default signing and encryption option when you send a message to a contact that you haven't previously sent a message to or received a message from. Otherwise, your smartphone uses the message history to suggest a signing and encryption option.

You can set your smartphone to try to use the default signing and encryption option for your outgoing messages instead. However, if message classifications are turned on, the default signing and encryption option might not be able to be used depending on the security requirements of a message's classification. For example, if your default signing and encryption option is set to Sign and you compose a reply to a message that is classified as confidential, the signing and encryption option is set to Sign and Encrypt instead of the default signing and encryption option.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Default Encoding** field.
   - To try to use the default signing and encryption option for outgoing messages, set the **Outgoing Message Encoding Suggestion** field to **Use Default Encoding**.
   - To use the signing and encryption option based on the message history, set the **Outgoing Message Encoding Suggestion** field to **Use Message History**.
4. Press the ![key] key > **Save**.

Related information

Some signing and encryption options aren't available on my smartphone, 0

About message classifications

If your BlackBerry smartphone is associated with an email account that uses a BlackBerry Enterprise Server that supports this feature and your administrator turns on message classifications, the BlackBerry Enterprise Server applies a minimum set of security actions to each message that you compose, forward, or reply to, based on the classification that you assign to the message. Your administrator specifies the message classifications that you can use.

If you receive a message that uses message classifications, you can view the abbreviation for the classification in the subject line of the message and the full description for the classification in the body of the message. You can also view the abbreviation and full description for the classification for a sent message in the Sent Items folder.

Change the default message classification

To perform this task, your work email account must use a BlackBerry Enterprise Server that supports this feature and your administrator must turn on message classifications.

Your BlackBerry smartphone is designed to use the default message classification when you send a message to a contact that you haven't sent a message to or received a message from previously. If you have sent a message to or received a message from the contact previously, your smartphone tries to use the message classification that was used for the last message.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Default Classification** field.

4. Press the ⌗ key > **Save**.

Change the size of S/MIME or PGP indicators in messages

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **General** section, change the **Message Viewer Icons** field.
4. Press the ⌗ key > **Save**.

Change the encryption algorithms for S/MIME or PGP protected messages

If a message has multiple recipients, your BlackBerry smartphone uses the first encryption algorithm that's selected in the list and that all recipients are known to support.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **Allowed Content Ciphers** section, select the checkbox beside one or more allowed content ciphers.
4. Press the ⌗ key > **Save**.

Change when the prompt to enter your key store password in a signed or encrypted message appears

You might be prompted to enter your key store password each time a personal certificate or PGP key in your key store is used, such as when you send a signed message or your BlackBerry smartphone decrypts a received message. You can turn off this prompt or set the prompt to appear less often.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **Certificates** or **PGP keys**.
3. Highlight a personal certificate or PGP key.
4. Press the ⌗ key > **Change Security Level**.
   - To turn off the prompt to enter your key store password, set the security level to **Low**.
   - To display the prompt only when the password isn't cached or the refresh rate for key store items is expired, set the security level to **Medium**.
   - To always display the prompt, set the security level to **High**.
5. Click **OK**.

Turn off the prompt that appears before an S/MIME or a PGP protected message is cut short

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **General** section, change the **Truncation Mode** field to **Send Anyway** or **More All And Send**.
4. Press the ⌗ key > **Save**.

To turn on the prompt again, change the **Truncation Mode** field to **Prompt User**.

Turn off the prompt that appears when you use a certificate or PGP key that is not recommended for use

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME** or **PGP**.
3. In the **General** section, clear the **Warn About Problems With My Certificates** checkbox or **Warn About Problems With My PGP Keys** checkbox.
4. Press the ![key] key > **Save**.

Request delivery notification for signed S/MIME-protected messages

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **S/MIME**.
3. Select the **Request S/MIME Receipts** check box.
4. Press the ![key] key > **Save**.

IBM Lotus Notes native encrypted messages

About IBM Lotus Notes native encrypted messages

If your email account uses a BlackBerry Enterprise Server that supports this feature, you can send and receive messages on your BlackBerry smartphone using IBM Lotus Notes native encryption. When you send or receive IBM Lotus Notes native encrypted messages, you might be prompted to type your IBM Lotus Notes ID password.

Before you can send or receive IBM Lotus Notes native encrypted messages, you or your administrator might need to import your IBM Lotus Notes ID file using Lotus iNotes (previously known as IBM Lotus Domino Web Access). Your computer must be running IBM Lotus Notes 7.0 or later with an email account on an IBM Lotus Domino server 7.0 or later.

Encrypt a message using IBM Lotus Notes native encryption

1. When composing, forwarding or replying to a message, change the **Encoding** field to **Lotus Notes Encryption**.
2. If you are prompted, type your IBM Lotus Notes ID password.

Files and attachments

How to: Files

File basics

About files and attachments

You can view and download attachments and store them on your BlackBerry smartphone or a media card. If your email account uses a BlackBerry Enterprise Server that supports accessing files on your organization's network, you can preview files from your organization's network and save the files to your smartphone or attach them directly to email messages without downloading them. You can use the Files application to view a list of all the files that are saved on your smartphone. You can also rename, move, and delete files on your organization's network from your smartphone.

To change attachments or files that you download, you can use third-party editing applications, such as Documents To Go, that are designed for use on BlackBerry smartphones.

Related information
Search for a file that is saved on your smartphone, 101
Search for a file that is saved on your organization's network, 101

Open and save an attachment

To perform this task, your email account must be associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, meeting invitation, or calendar entry, press the ::: key.
2. Click an attachment.
3. Click **Documents To Go** or **Basic Viewer**.
4. If you receive a notification that the file is large, do one of the following:
   • Click **Continue** to open the document.
   • Click **Cancel** to return to the email message.
5. Select a location.
6. Click **Save** or **Cancel**.

Related information
I can't turn on cell broadcasting, 0

Save a file or an attachment

To perform this task, your email account must be associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a message, in a calendar entry, or on a webpage, do one of the following:
   - If there is only one attachment in a message or calendar entry, press the [::] key.
   - If there are multiple attachments in a message or calendar entry, highlight an attachment. Press the [::] key.
   - If you are downloading a file from a webpage, press the [::] key.
2. Click **Download Attachment** or **Download File**.
3. Click the folder that you want to save the file or attachment in.
4. Click **Save**.

To stop downloading an attachment, in a message, highlight an attachment that you are downloading. Press the [::] key > **Cancel Download**.

Search for a file that is saved on your smartphone

1. On the Home screen, click the **Media** icon.
2. Press the [::] key > **Explore**.
3. Find the file.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related information
I cannot find files sent to me over a Bluetooth connection, 0
Search for a file that is saved on your organization's network, 101
About files and attachments, 87

Search for a file that is saved on your organization's network

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

1. On the Home screen or in a folder, click the **Files** icon.
2. In the **Go To** field, type the path for the file.
3. If necessary, type the credentials that you use to connect to your organization's network.

To view the file, click the file. Depending on the file type, the file might not appear in its original format.

Related information
Search for a file that is saved on your smartphone, 101
About files and attachments, 87

Send a file

To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the [::] key > **Send**.
4. Click a message type.

5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information
Change the video size and format, 114
I can't attach a file to a text message, 0

Open a link in a file or an attachment

Some files might contain links to embedded content, such as tables, pictures, footnotes, text boxes, or comments.
1. In a file, highlight a link.
2. Press the ⬛ key > **Open Link** or **Retrieve**.

To return to the file, press the ⬛ key.

Set font options for a file or an attachment

1. In a file or an attachment, press the ⬛ key > **Options**.
2. Change the font fields.
3. Press the ⬛ key > **Save**.

Save a file from your organization's network to your smartphone

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

When you save a file from your organization's network to your BlackBerry smartphone, the file is saved in its original format.
1. On the Home screen or in a folder, click the **Files** icon.
2. Find and highlight a file.
3. Press the ⬛ key > **Copy**.
4. Select a location to store the file.
5. Click a folder.
6. Press the ⬛ key > **Paste**.

Related information
Send a file, 88

Managing files and attachments

View properties for a file

You can view the size, author, publication date, and other properties of a file.
1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ⬛ key > **Properties**.

Related information

Copy, move, rename, or delete a file

1. Do one of the following:
    - On the Home screen or in a folder, click the **Files** icon.
    - On the Home screen, click the **Media** icon. Press the ▇▇▇ key > **Explore**.
2. Find and highlight a file.
3. Press the ▇▇▇ key.
    - To copy a file, click **Copy**. Navigate to a location. Click **Paste**.
    - To move a file, click **Cut**. Navigate to a location. Click **Paste**.
    - To rename a file, click **Rename**. Type a name for the file. Click **Save**.
    - To delete a file, click **Delete**.

Related information
Transfer files between your smartphone and your computer, 20

Hide a file or folder

To view a file or folder after you hide it, you must remember the location of the file or folder.

1. On the Home screen, click the folder that contains the file or folder you want to hide.
2. Press the ▇▇▇ key > **Explore**.
3. Find and highlight the file or folder you want to hide.
4. Press the ▇▇▇ key > **Properties**.
5. Select the **Hidden** checkbox.
6. Click **OK**.

After you hide a file or folder, it is no longer visible on your BlackBerry smartphone.

Related information
View a hidden file or folder, 103

View a hidden file or folder

You can view files or folders that you hid.

1. On the Home screen, click the folder that contains the file or folder that you hid.
2. Press the ▇▇▇ key > **Explore**.
3. Browse to the folder that contains the file or folder that you hid.
4. Press the ▇▇▇ key > **Show Hidden**.

Related information
Hide a file or folder, 103

Open a password-protected .pdf file

To perform this task, your email account must be associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

1. In a .pdf file, when the "Password protected document" message appears, press the [⟳] key.
2. Press the [▦] key > **Enter Password**.
3. Type the password.
4. Press the [⏎] key on the keyboard.
5. Press the [▦] key > **Open Attachment** or **Download Attachment** > **Yes**.

View tracked changes in a document

In a document, press the [▦] key > **Show Changes**.

To hide tracked changes, press the [▦] key > **Hide Changes**.

View the table of contents in a document

Depending on the document type, you might not be able to view the table of contents.

In a document, press the [▦] key > **Table of Contents**.

To move to a specific heading, click a heading. Click **Jump**.

Move around a spreadsheet

In a spreadsheet, press the [▦] key.
- To move to a specific cell, click **Go to Cell**. Type the cell co-ordinates. Press the [⏎] key on the keyboard.
- To switch worksheets, click **Next Sheet** or **Prev Sheet**.
- To view a list of worksheets, click **Table of Contents**.
- To move to a specific worksheet, click **Table of Contents**. Click a worksheet. Click **View**.

View the content of a cell

In a spreadsheet, click a spreadsheet cell.

Change the size of a column

In a spreadsheet, do one of the following:
- To change the size of a column, click the column label. Click a size.
- To view all the text in a column, click the column label. Click **Fit**.
- To change the size of all the columns in the spreadsheet, click the unmarked column label in the upper-left corner of the spreadsheet. Click a size.

- To change the column size for all spreadsheets, press the ⌗ key > **Options**. Change the **Column Width** field. Press the ⌗ key > **Save**.

Set display options for a spreadsheet

1. In a spreadsheet, press the ⌗ key > **Options**.
   - To view the gridlines in the spreadsheet, change the **Show Gridlines** field to **Yes**.
   - To label spreadsheet rows with numbers and columns with letters, change the **Display Labels** field to **Yes**.
2. Press the ⌗ key > **Save**.

Move around pages in a multipage .tif file

In a multipage .tif file, press the ⌗ key.
   - To view a list of pages in a multipage .tif file, click **Table of Contents**.
   - To move to a specific page in a multipage .tif file, click **Table of Contents**. Click a page. Click **View**.
   - To switch pages in a multipage .tif file, click **Next Page** or **Prev Page**.

Switch presentation views

In a presentation, press the ⌗ key.
   - To view text only, click **View Text**.
   - To view text and slides, click **View Both**.

To view the presentation in its original format, click **View Slides**.

Switch slides

In a presentation, press the ⌗ key > **Next Slide** or **Prev Slide**.

Rotate or zoom in to or out from a slide

When viewing a presentation in slide view, press the ⌗ key.
   - To rotate a slide, click **Rotate**.
   - To zoom in to or zoom out from a slide, click **Zoom In** or **Zoom Out**.
   - To zoom back to the original slide size, press the ⌗ key > **Fit to Screen**.

Save a slide

1. When viewing a presentation in slide view, press the ⌗ key > **Save Slide**.
2. Type a name for the file.
3. Click **Save**.

Media

How to: Media

Media file basics

Play a media file

1. Do one of the following:
   - On the home screen, click the **Media** icon. Click a media type. If necessary, click a category.
   - On the home screen or in the **Applications** folder, click the **Voice Notes** icon.
2. Click a file.
3. If the media controls don't appear at the bottom of the screen, click the trackpad.
   - To play a media file, click the ▶ icon.
   - To pause a media file, click the ‖ icon.
   - To stop a media file, click the ■ icon.
   - To move to the next media file, click the ▶| icon.
   - To move to the previous media file or the beginning of the media file that's currently playing, click the |◀ icon.
   - To fast-forward or rewind a file, click the progress bar. On the trackpad, slide your finger to the right or left. Click the progress bar again.

Related information

Adjust the volume

- To increase the volume, press the **Volume Up** key on the right side of your BlackBerry smartphone.
- To decrease the volume, press the **Volume Down** key on the right side of your smartphone.
- To mute the volume, press the **Mute** key on the right side of your smartphone. To turn off mute, press the **Mute** key again. If you press the **Mute** key during a call, your smartphone mutes the call so that you can hear others on the call, but they can't hear you.

Related information

Amplify the volume using the audio boost feature

The audio boost feature allows you to amplify the volume more than the normal volume settings allow for songs, ring tones, and videos.

1. Do one of the following:
   - On the home screen, click the **Media** icon. Press the ![key] key > **Media Options**.
   - On the home screen or in the **Applications** folder, click the **Voice Notes** icon. Press the ![key] key > **Options**.
2. Select the **Audio Boost** checkbox.
3. Read the warning on the screen and if you want to proceed, click **Yes**.
4. Press the ![key] key > **Save**.

Improve sound quality for media files

Depending on your BlackBerry® smartphone model, this feature might not be supported. To improve sound quality for media files, you must be using stereo headphones with your smartphone.

1. Do one of the following:
   - On the home screen, click the **Media** icon. Press the ![key] key > **Media Options**.
   - On the home screen or in the **Applications** folder, click the **Voice Notes** icon. Press the ![key] key > **Options**.
2. Change the **Headset Music EQ** field.
3. Press the ![key] key > **Save**.

Copy, move, rename, or delete a file

1. Do one of the following:
   - On the Home screen or in a folder, click the **Files** icon.
   - On the Home screen, click the **Media** icon. Press the ![key] key > **Explore**.
2. Find and highlight a file.
3. Press the ![key] key.
   - To copy a file, click **Copy**. Navigate to a location. Click **Paste**.
   - To move a file, click **Cut**. Navigate to a location. Click **Paste**.
   - To rename a file, click **Rename**. Type a name for the file. Click **Save**.
   - To delete a file, click **Delete**.

Related information

Transfer files between your smartphone and your computer, 20

View properties for a file

You can view the size, author, publication date, and other properties of a file.

1. On the Home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ![key] key > **Properties**.

Related information

Change the amount of time before the media player screen closes

If you pause or stop a media file for a certain period of time, the media player screen closes to optimize the performance of your BlackBerry smartphone.

1. On the Home screen, click the **Media** icon.
2. Press the ▦ key > **Media Options**.
3. Change the **Close Media Player When Inactive** field.

Turn on or turn off audio and video shortcuts

By default, your BlackBerry smartphone uses the Volume and Mute keys as shortcuts to play, pause, and skip audio and video files.

1. On the home screen, click the **Media** icon.
2. Press the ▦ key > **Media Options**.
3. Select or clear the **Allow Mute and Volume keys to control play, pause, and skip** checkbox.
4. Press the ▦ key > **Save**.

Related information

I can't use a shortcut, 0

Turn on or turn off media card support

When you turn off media card support, your BlackBerry smartphone can't access the files that are on your media card. This might be useful if you want to make sure that your files are saved to your smartphone's built-in media storage rather than your media card.

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Storage**.
3. Select or clear the **Media Card Support** checkbox.
4. Press the ▦ key > **Save**.

Sort media files

1. Do one of the following:
   - To sort videos, on the home screen, click the **Media** icon > **Videos** icon. Highlight a video.
   - To sort pictures, on the home screen, click the **Media** icon > **Pictures** icon > **Picture Library** folder.
   - To sort voice notes, on the home screen or in the **Applications** folder, click the **Voice Notes** icon. Highlight a voice note.
2. Press the ▦ key > **Sort by**.
3. Click a sorting option.

About transferring and synchronizing files

You can transfer and synchronize files between your BlackBerry smartphone and computer using a USB cable, or you can use Bluetooth technology to send files to or receive files from a Bluetooth enabled device.

If you want to manage and preserve the information or the encryption that's associated with your files when you synchronize files between your smartphone and your computer, use the BlackBerry Desktop Software. To download BlackBerry Desktop Manager, from your computer, visit www.blackberry.com/desktop and select the appropriate option for your computer. For more information about synchronizing files, see the Help in the BlackBerry Desktop Software.

Related information
Transfer files between your smartphone and your computer, 20

Transfer files between your smartphone and your computer

1. Connect your BlackBerry smartphone to the computer using a USB cable.
2. In the dialog box that appears on your smartphone, select one of the following file transfer options:
    - If you want to transfer most types of files, click **USB Drive**.
    - If you want to synchronize media files that are protected with DRM, click **Sync Media**.
3. If necessary, type your smartphone password. Your smartphone appears as a drive on your computer.
4. On your computer, do one of the following:
    - Drag a file from a location on your computer to a folder on your smartphone.
    - Drag a file from a folder on your smartphone to a location on your computer.

To view a file that you transferred to your smartphone, disconnect your smartphone from your computer and find the file.

Related information
About transferring and synchronizing files, 109

Send a file

To send a video, the video must be recorded in MMS mode.

1. On the home screen or in a folder, click the **Media** icon or **Files** icon.
2. Find and highlight a file.
3. Press the ⌗ key > **Send**.
4. Click a message type.
5. If necessary, turn on Bluetooth technology and choose a device or pair with a device.

Related information
Change the video size and format, 114
I can't attach a file to a text message, 0

Receive a media file using Bluetooth technology

To perform this task, you must turn on Bluetooth® technology.

When a media file is sent to your BlackBerry smartphone using Bluetooth technology, a dialog box appears on the screen.
1. In the **Accept connection request** dialog box, click **Yes**.
2. In the **Do you want to receive the incoming data** dialog box, click **Yes**.

Your smartphone stores each received file in the folder that matches each file's type.

Supported audio and video file formats and extensions

Depending on your BlackBerry smartphone model and wireless network, some file extensions and file formats might not be supported.

File extensions	Video file formats	Audio file formats
MP4 M4A M4V 3GP 3G2	• H.263 • H.264 • MPEG-4	• AAC-LC • AAC+ • eAAC+ • AMR-NB • QCELP • EVRC
AVI	MPEG-4	MP3
ASF WMA WMV	• Windows Media Video 9 • VC-1	• Windows Media Audio 9 and Windows Media Audio 9 Professional • Windows Media Audio 10 and Windows Media Audio 10 Professional
MP3	—	MP3
FLAC	—	FLAC
OGG	—	• FLAC • Ogg Vorbis
AAC	—	• AAC-LC • AAC+ • eAAC+
AMR	—	AMR-NB
QCP	—	• QCELP • EVRC
WAV	—	• PCM • G711 U/A

File extensions	Video file formats	Audio file formats
		• GSM 610
MID	—	Wave Synthesizer

For information about media file extensions and media file formats for your smartphone, visit www.blackberry.com/docs/ smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Related information
Supported picture file extensions, 111

Supported picture file extensions

Depending on your BlackBerry smartphone model and wireless network, some file extensions might not be supported.

- BMP
- JPG
- GIF
- PNG
- TIF
- WBMP

For information about media file extensions and media file formats for your smartphone, visit www.blackberry.com/docs/ smartphones and click **Smartphones** > **BlackBerry Smartphones** > **Supported Media**.

Related information
Supported audio and video file formats and extensions, 110

Music

Related information
Transfer files between your smartphone and your computer, 20

Shuffle or repeat songs

1. On the home screen, click the **Media** icon > **Music** icon.
2. Do one of the following:
   - To shuffle and play all of your songs, click **Shuffle Songs**.
   - To shuffle all the songs by an artist, or in an album, genre, or playlist, find and highlight the artist, album, genre, or playlist. Press the [::] key > **Shuffle**.
   - To repeat the song, playlist, album, or artist that is currently playing, press the [::] key > **Repeat** > **Current Song**, **Playlist**, **Album**, or **All Songs**.

To stop shuffling songs, press the [::] key > **Shuffle**. To stop repeating songs, press the [::] key > **Repeat** > **Off**.

Create a standard or an automatic playlist

You create a standard playlist by manually adding songs that are on your BlackBerry smartphone storage space or media card. You create an automatic playlist by specifying criteria for artists, albums, or genres of music. The songs that meet all of the criteria are automatically added to the playlist.

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists** > **New Playlist**.
   - To create a standard playlist, click **Standard Playlist**. Type a name for the playlist. Click **Add Songs**. Click a song.
   - To create an automatic playlist, click **Automatic Playlist**. Type a name for the playlist. Click the plus sign (+) to add criteria for artists, albums, or genres.
3. Press the ![key] key > **Save**.

Add the song that is playing to a playlist

1. When playing a song, press the ![key] key > **Add To Playlist**.
2. Click a playlist.

Move or delete a song in a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Click a standard playlist.
4. Highlight a song.
   - To change the location of the song in the playlist, press the ![key] key > **Move**. Navigate to a new location. Press the ![key] key > **Complete Move**.
   - To delete the song from the playlist, press the ![key] key > **Remove** > **OK**.
5. Press the ![key] key > **Save**.

Rename or delete a playlist

1. On the Home screen, click the **Media** icon > **Music** icon.
2. Click **Playlists**.
3. Highlight a playlist.
4. Press the ![key] key.
   - To rename the playlist, click **Rename**. Type a name for the playlist. Click **OK**.
   - To delete the playlist, click **Delete**.

Videos

Related information
Transfer files between your smartphone and your computer, 20

Change the thumbnail picture for a video

You can pause a video at any time and use the picture that appears on the paused screen as the video's thumbnail picture.

1. On the home screen, click the **Media** icon > **Videos** icon.
2. Play a video.
3. If the media controls don't appear at the bottom of the screen, click the trackpad.
4. When the video shows the picture that you want to use as the thumbnail picture, click the ▐▐ icon.
5. Press the ⌗ key > **Set Video Thumbnail**.

Display closed captions in videos

You can turn on closed captions so that text displays on the screen when you play video files that support closed captions.

1. On the Home screen, click the **Media** icon.
2. Press the ⌗ key > **Media Options**.
3. Select the **Display Closed Captions** checkbox.
4. If necessary, change the **Appearance** field, **Position** field, and **Font Scale** field.
5. Press the ⌗ key > **Save**.

Keep backlighting on when you play a video

By default, backlighting is designed to turn off after a period of time to conserve battery power. You can change your media options so that backlighting stays on when you play a video.

1. On the home screen, click the **Media** icon.
2. Press the ⌗ key > **Media Options**.
3. Clear the **Turn Off Auto Backlighting** checkbox.
4. Press the ⌗ key > **Save**.

To keep backlighting off while you play a video, select the **Turn Off Auto Backlighting** checkbox.

Video camera

Depending on your BlackBerry® smartphone, the camera or video camera might not be supported or some camera or video camera features might not be available.

Video camera

These icons appear at the bottom of the screen in the video camera. You can click these icons.

●	Start recording	▐▐	Pause recording
✉	Send video	▭	Rename video
✕	Delete video		

Record a video

To perform this task, you might need to have a media card inserted in your BlackBerry smartphone.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. To start recording, click the **record** icon.
3. To pause recording, click the **pause** icon.

Note: The approximate amount of storage space available for saving videos appears on the lower part of the screen when video recording is paused.

Turn on or turn off video lighting

In low lighting conditions, the video light can improve the quality of videos that you record.
1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the [::] key > **Options**.
3. Select or clear the **Video Light** checkbox.
4. Press the [::] key > **Save**.

Turn on or turn off auto focus

1. On the home screen, click the **Media** icon > **Video Camera** icon.
2. Press the [::] key.
3. Select or clear the **Auto focus** option.

Change the video camera scene mode

You can change the scene mode in the video camera to optimize the settings for different environments.
1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the [::] key > **Options**.
3. Change the **Scene Mode** field.
4. Press the [::] key > **Save**.

Change the video size and format

The larger the video, the more storage space the video requires.
1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the [::] key > **Options**.
3. Change the **Video Format** field.
4. Press the [::] key > **Save**.

Related information
View properties for a file, 89

Reduce blurriness in the videos that you take

The image stabilization option helps reduce blurriness that is caused by slight movements of the video camera when you are recording a video.

1. On the Home screen, click the **Media** icon > **Video Camera** icon.
2. Press the ![key] key > **Options**.
3. Select the **Image Stabilization** checkbox.
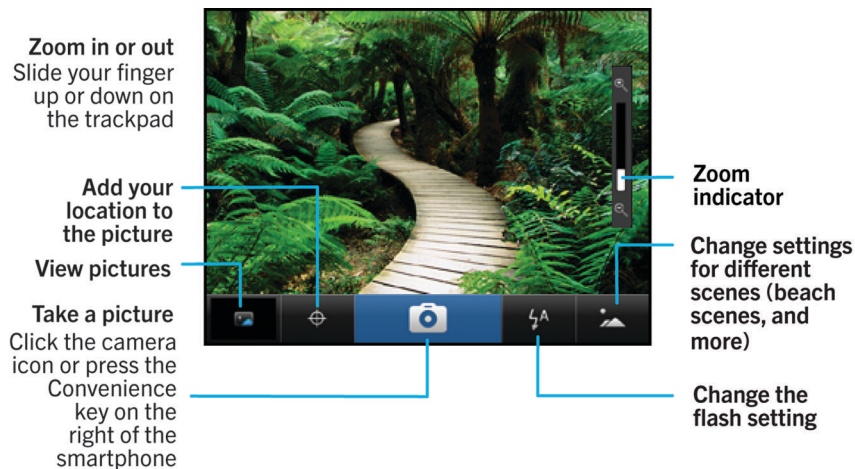4. Press the ![key] key > **Save**.

Change the location for storing videos that you take

1. On the home screen, click the **Media** icon > **Video Camera** icon.
2. Press the ![key] key > **Options**.
3. If you have a media card inserted in your BlackBerry smartphone, you can change the **Store Videos** field.
4. Change the **Folder** field.
5. Press the ![key] key > **Save**.

Camera

Depending on your BlackBerry® smartphone, the camera or video camera might not be supported or some camera or video camera features might not be available.

Camera at a glance

Zoom in or out
Slide your finger up or down on the trackpad

Add your location to the picture

View pictures

Take a picture
Click the camera icon or press the Convenience key on the right of the smartphone

Zoom indicator

Change settings for different scenes (beach scenes, and more)

Change the flash setting

Camera icons

These icons appear at the bottom of the screen in the camera. You can click these icons.

	View pictures		Geotagging is turned on
	Geotagging is turned off		Take another picture
	Flash is turned on		Flash is turned off
	Automatic flash mode		Scene mode

Take a picture

1. On the home screen, click the **Camera** icon.
2. If you have turned on digital zoom, on the trackpad, slide your finger up or down to zoom in or out.
3. Press the **Right Convenience** key.

The picture is saved to the Camera Pictures folder in the Pictures application. To open the picture, click the picture preview at the bottom of the screen.

Related information

Change the flash setting for pictures that you take

1. On the Home screen, click the **Camera** icon.
2. To switch between flash settings, click the flash icon at the bottom of the screen.

When you close the camera, the flash setting is saved.

Change the camera scene mode

You can change the scene mode in the camera to optimize the settings for different environments. Descriptions of the scene modes are available on the camera.

1. On the Home screen, click the **Camera** icon.
2. To change the camera scene mode, click the scene mode icon at the bottom of the screen.
3. Select a scene mode.

When you close the camera, the scene mode is saved.

Change the size of pictures that you take

The larger the picture is, the more storage space the picture requires.

1. On the Home screen, click the **Camera** icon.

2.   Press the ⌗ key > **Options**.
3.   Change the **Image Size** field.
4.   Press the ⌗ key > **Save**.

Related information
View properties for a file, 89

Geotag pictures that you take

The geotag option in the camera records the geographical information of the location in which you take a picture.
1.   On the Home screen, click the **Camera** icon.
2.   Click the geotag icon at the bottom of the screen.

The geotag information can be viewed in the properties of the picture file.

Turn off digital zoom for the camera

1.   On the Home screen, click the **Camera** icon.
2.   Press the ⌗ key > **Options**.
3.   Clear the **Digital Zoom** check box.
4.   Press the ⌗ key > **Save**.

Reduce blurriness in the pictures that you take

The image stabilization option helps reduce blurriness that is caused by slight movements of the camera when you are taking a picture.
1.   On the Home screen, click the **Camera** icon.
2.   Press the ⌗ key > **Options**.
3.   Select the **Image Stabilization** check box.
4.   Press the ⌗ key > **Save**.

Change the review duration of the pictures that you take

You can set how long a picture remains on the screen after you take it, or turn off that option so that you can take another picture right away.
1.   On the Home screen, click the **Camera** icon.
2.   Press the ⌗ key > **Options**.
     - To change the review duration, change the **Picture Review** field to a time.
     - To keep the picture on the screen after you take it until you press the ⤺ key, change the **Picture Review** field to **Hold**.
     - To prevent the picture from staying on the screen after you take it, change the **Picture Review** field to **Off**.
3.   Press the ⌗ key > **Save**.

Change when the camera warns you about the number of pictures remaining

A warning appears notifying you when the amount of storage for pictures drops below a certain number. You can see the number of remaining pictures in the Storage section of the Options screen.

1. On the Home screen, click the **Camera** icon.
2. Press the ⌗ key > **Options**.
3. Change the **Warn when pictures remaining drops to** field.
4. Press the ⌗ key > **Save**.

Change the location for storing pictures that you take

To perform this task you must have a media card inserted in your BlackBerry smartphone.

1. On the home screen, click the **Camera** icon.
2. Press the ⌗ key > **Options**.
3. Change the **Store Pictures** field.
4. Press the ⌗ key > **Save**.

Pictures

Related information
Transfer files between your smartphone and your computer, 20

Pictures at a glance

Zoom/pan
To zoom, click the trackpad

To pan a zoomed picture, slide your finger on the trackpad

Open the pop-up menu to send the picture, set it as your wallpaper, and more

Scroll through pictures
When zoomed out, slide your finger left or right quickly on the trackpad

Use a picture as your smartphone wallpaper

1. On the Home screen, click the **Media** icon > **Pictures** icon.

2. Browse to a picture.
3. Press the ![key] key > **Set As Wallpaper**.

Related information

My display changed, 0

Zoom, pan, or rotate a picture

In a picture, do one of the following:
- To zoom in to the picture, click the trackpad.
- To zoom out from the picture, press the ![key] key.
- To pan the picture, when you are zoomed into it, slide your finger on the trackpad in any direction.
- To rotate the picture, press the ![key] key > **Rotate**.

Related information

I receive an error message after I rotate a picture, 0

Save a picture from a text message or a webpage

You can save picture files, such as .jpg, .png, .gif, or .bmp files, to the BlackBerry smartphone storage space or a media card.
1. Open a picture attachment in a text message or highlight a picture on a webpage.
2. Press the ![key] key > **Save Image** > **Save**.

View pictures as a slide show

A slide show displays all the pictures in a category or folder in sequence.
1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Press the ![key] key > **View Slide Show**.

To close the slide show, press the ![key] key.

Change your slide show options

1. On the Home screen, click the **Media** icon.
2. Press the ![key] key > **Media Options**.
   - To change the number of seconds between slides in a slide show, change the **Slide Show Interval** field.
   - To change the type of slide transition used, change the **Slide Show Transition** field.
3. Press the ![key] key > **Save**.

View pictures in list view or thumbnail view

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Click a category.
3. Press the ![key] key > **View**.

4. Click a view.

Organize pictures by date or folder

1. On the Home screen, click the **Media** icon > **Pictures** icon.
2. Press the ![key] key > **View by Date** or **View by Folder**.

Create a picture folder

1. On the home screen, click the **Media** icon > **Pictures** icon.
2. Press the ![key] key > **Add Folder**.
3. If necessary, change the location that the folder is created in.
4. Type a name for the folder.
5. Click **OK**.

Voice notes

Related information

Transfer files between your smartphone and your computer, 20

Record a voice note

1. On the Home screen or in the **Applications** folder, click the **Voice Notes Recorder** icon.
2. Click the **record** icon.
3. Do any of the following:
   - To pause recording, click the **pause** icon. To resume recording, click the **record** icon.
   - To stop recording, click the **pause** icon. Click the **stop** icon.

Note: When you stop recording a voice note, the voice note is automatically saved.

FM Radio

Depending on your BlackBerry® smartphone model, this feature might not be supported.

Turn on or turn off FM radio

To perform this task, you must have wired headphones plugged into your BlackBerry smartphone.

On the home screen, click the **Media** icon > **FM Radio** icon.
   - To turn on the radio, click the ▶ icon.
   - To turn off the radio, click the ■ icon.

Change the radio station

On the home screen, click the **Media** icon > **FM Radio** icon.

- To change the radio station using the radio dial, highlight the radio dial and then slide your finger left or right on the trackpad.
- To seek the next or previous radio station, click the |◀ or ▶| icon.
- To move to a specific radio station, click the radio station frequency number. In the **Tune to Station** dialog box, slide your finger up or down on the trackpad to change the numbers. Click **OK**.

Turn on or turn off scan mode

When you turn on scan mode, your BlackBerry smartphone will tune in to the first available radio station, pause on it, and then tune in to the next available radio station. The FM radio application will continue to scan until you turn off scan mode.

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Press the ▶ icon.
3. Press the key.
4. Click **Scan Stations**.

To turn off scan mode, click the trackpad.

Add a favorite radio station

1. While listening to a radio station, click the **Favorites** icon at the bottom of the screen.
2. Click **Add Station**.
3. In the **Name** field, type the name of the station.
4. Click **Save**.

Play, edit, or delete a favorite radio station

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Click the **Favorites** icon at the bottom of the screen.
3. Highlight a favorite radio station.
4. Press the key.
   - To play the radio station, click **Tune to Station**.
   - To edit the name of the radio station, click **Edit Station**.
   - To delete the radio station, click **Remove Station**.

Sort favorite radio stations

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Click the **Favorites** icon at the bottom of the screen.
3. Press the key.
   - To sort the radio stations by radio frequency, click **Sort by Frequency**.
   - To sort the radio stations by name, click **Sort by Name**.

Listen to FM radio on your speakerphone

To perform this task, you must have wired headphones plugged into your BlackBerry smartphone.

1. On the home screen, click the **Media** icon > **FM Radio** icon.
2. Click the **Audio Output** icon at the bottom of the screen until the speakerphone button appears.

Ring tones, sounds, and alerts

How to: Ring tones, sounds, and alerts

Icons for sound and alert profiles

The icon for the sound and alert profile that's active appears at the top of the home screen, under the date. You can click the icon to switch to a different sound profile or to change notification options. For example, you can change the volume or ring tone for certain profiles or add a custom profile.

	Normal profile		Phone Calls Only profile
	Loud profile		Custom profile
	Medium profile		Silent profile
	Vibrate Only profile		All Alerts Off profile

About ring tones, sounds, and alerts

The profile that you select in the Sound and Alert Profiles application defines how your BlackBerry smartphone alerts you of phone calls, messages, reminders, and browser content.

Your smartphone has a Normal profile and five other preloaded profiles: Loud, Medium, Vibrate Only, Silent, and Phone Calls Only. By default, some of the settings in the preloaded profiles are based on the settings in the Normal profile. For example, when you change the ring tone in the Normal profile, the ring tone in the Loud profile, Medium profile, and Phone Calls Only profile is automatically updated. If you don't want specific settings for a preloaded profile to update automatically when you change the corresponding setting in the Normal profile, you can manually change the settings in that preloaded profile.

Related information

Change your ring tone, notifiers, reminders, or alerts

In any sound profile, you can change your ring tone or notifier tone to an audio file that's stored in your BlackBerry smartphone's built-in media storage or media card. You can also change the options for volume, notifications during calls, LED, and vibration in all of the profiles. The All Alerts Off profile can't be changed.

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Selected Profile**.

- To change your ring tone or ring volume, click **Phone**.
- To change notifiers or reminders, click to expand a section. Click an option.
3. In the **Ring Tone**, **Notifier Tone**, or **Reminder Tone** field, do one of the following:
   - Click a tone.
   - To use a song that is on your smartphone or on a media card, click **All Music**. Find and click a song.
   - To use a voice note that you recorded, click **All Voice Notes**. Find and click a voice note.
   - To use a preloaded alert, click **All Alerts**. Find and click an alert.
4. Press the ⊞ key > **Save**.

Related information
I can't change the number of times that my smartphone rings, 0
Add or delete a contact alert, 124
Icons for sound and alert profiles, 123

Add or delete a custom sound profile

In addition to the preloaded sound profiles, you can create your own custom sound profiles.
1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Profile Management** > **Add Custom Profile**.
3. In the **Name** field, type a name for the profile.
4. Click the item that you want to change.
5. Change the ring tone, notifier, or reminder information.
6. Press the ⊞ key > **Save**.

To delete a custom sound profile, highlight the profile. Press the ⊞ key > **Delete**.

Related information
Add or delete a contact alert, 124
Icons for sound and alert profiles, 123

Add or delete a contact alert

You can create contact alerts that allow you to customize ring tones and alerts for calls and messages from specific contacts or groups of contacts. When you receive a call or message from the contact, your BlackBerry smartphone uses the assigned ring tone or alert, even if you select the Silent profile or Vibrate Only profile. If you do not want to be notified with the assigned ring tone or alert, you can select the All Alerts Off profile.
1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Click **Change Sounds and Alerts** > **Sounds for Contacts** > **Add Contact Alert**.
3. In the **Name** field, type the name of the contact alert.
4. In the **Contacts** field, type the name of the contact.
5. Click a contact.
6. Change the ring tone and alert information for calls and messages.
7. Press the ⊞ key > **Save**.

To delete a contact alert, highlight the contact alert that you want to delete. Press the ⊞ key > **Delete**.

Related information
Icons for sound and alert profiles, 123

Silence your smartphone

1. On the home screen, click your **Sound and Alert Profiles** icon.
2. Do one of the following:

   - To receive flashing LED alerts only, click the ![icon] icon.

   - To receive vibrate alerts only, click the ![icon] icon.

   - To turn off all alerts, including contact alerts, click the ![icon] × icon.

When a ring tone, reminder, or alert sounds, if available, press the **Mute** key on the right side of your BlackBerry smartphone.

Related information
Silence the alarm, 156
Turn on key tones, 170
Turn on or turn off trackpad sounds, 165
Icons for sound and alert profiles, 123

Flashing LED

The LED on the top of your BlackBerry smartphone flashes different colors to indicate different statuses.

Flashing LED color	Description
Green	You're in a wireless coverage area. You can turn on or turn off this notification.
Blue	Your smartphone is connected to a Bluetooth enabled device. You can turn on or turn off this notification.
Red	A new message has arrived and your selected profile is set to notify you using the flashing LED. If you're using your smartphone with a smart card, your smartphone is accessing data on the smart card.
Amber	The battery power level for your smartphone is low, or your smartphone is turned off and is charging. You can't turn off the notification for the low battery power level. The notification for charging turns off when you turn on your smartphone. If your smartphone is turned off, the LED changes to a solid green color when the battery is fully charged.

Related information

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ![key] key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the ![key] key > **Save**.

Turn on or turn off event sounds

Event sounds alert you when you turn on or turn off your BlackBerry smartphone, when the battery power level is full or low, and when you connect or disconnect a USB cable or accessory to or from your smartphone.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Accessibility**.
3. Change the **Event Sounds** field.
4. Press the ![key] key > **Save**.

Browser

How to: Browser

Browser at a glance

Type a web address

Open a pop-up menu of common actions
Press and hold the trackpad

Open tab view

Open your bookmarks and history

Zoom/pan
To zoom, click the trackpad.

To pan a zoomed page, slide your finger on the trackpad.

Tab view

Close the selected tab

Open a webpage in a new tab
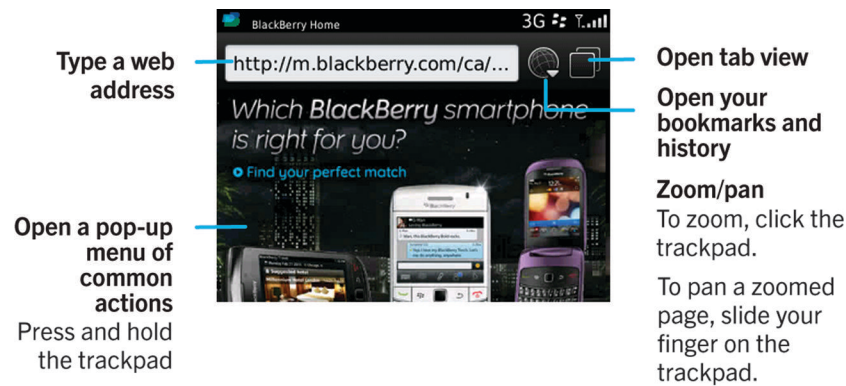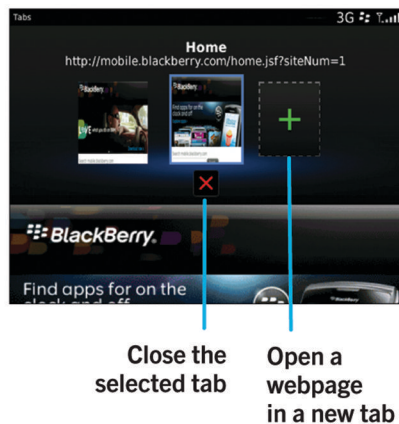
Browser basics

Browsing the Internet

Browse the Internet

For more information on the charges associated with using the browser, contact your wireless service provider.

1. On the home screen, click the **Browser** icon.
2. In the address bar, type a web address or search terms.
3. Press the ⏎ key on the keyboard.

To stop loading a webpage, press the ⌗ key > **Stop**.

Related information

No browser is available on my smartphone, 0

Zoom in to or out from a webpage

On a webpage, press the ⌗ key > **Zoom**.
- To zoom in, on the trackpad, slide your finger up.
- To zoom out, on the trackpad, slide your finger down.

To turn off zoom mode, press the ↩ key.

Open, close, or switch between tabs

With tabbed browsing, you can open multiple webpages on your BlackBerry smartphone at the same time. If you open a link in a message, calendar entry, or memo, the link automatically opens in a new tab. The more tabs you have open, the more memory your smartphone uses.

Do one of the following:
- To open a new tab, in the browser, press the ⌗ key > **Tabs**. Click the **New Tab** icon.
- To open a new tab for a link on a webpage, highlight the link. Press the ⌗ key > **Open Link in New Tab**.
- To switch between tabs, in the browser, press the ⌗ key > **Tabs**. Click a tab.
- To close a tab, in the browser, press the ⌗ key > **Tabs**. Highlight a tab. Click the ✖ icon.

Related information

I can't open a new tab, 0

Turn on browser shortcuts

1. On the home screen, click the **Browser** icon.
2. Press the ⌗ key > **Options**.
3. In the **General** section, select the **Enable Keyboard Shortcuts** checkbox.

4. Press the ![key] key > **Save**.

Related information

Search for text in a message, in a file, or on a webpage

To search for text in a presentation, you must view the presentation in text view or in text and slide view.

1. In a message, in a file, in an attachment, or on a webpage, press the ![key] key > **Find** or **Find on Page**.
2. Type the text.
3. Press the ![key] key on the keyboard.

To search for the next instance of the text, press the ![key] key > **Find Next** or **Find Next on Page**.

View your browser history

1. On the home screen, click the **Browser** icon.
2. Scroll to the **History** section.

Add a shortcut to your home screen or Favorites panel

You can add a shortcut to give yourself quick access to items such as frequently used websites, contacts, applications, files, podcast channels, or media categories.

1. Browse to a website, or highlight the item that you want to create a shortcut for.
2. Press the ![key] key > **Add to Home Screen**.
   - To change the name of the shortcut, type a new name.
   - To change the location where the shortcut appears, change the **Location** field.
   - To add the shortcut to your Favorites panel, select the **Mark as Favorite** checkbox.
3. Click **Add**.

Move back, move forward, or refresh a webpage

On a webpage, press the ![key] key.
   - To move back or forward a webpage, click **Back** or **Forward**.
   - To refresh a webpage, click **Refresh**.

Return to the browser home page

To perform this task, you must have a browser home page set on your BlackBerry smartphone.

1. On a webpage, press the ![key] key.
2. Click **Home**.

Close the browser

1. On a webpage, press the ⌗ key.
2. Click **Close**.

Playing media files, viewing pictures, and downloading files

View a full picture on a webpage

1. On a webpage, highlight or pause on a picture.
2. Press the ⌗ key > **View Image**.
   - To zoom in to or out from the picture, press the ⌗ key > **Zoom**.
   - To stop zooming, press the ⌗ key > **End Zoom**.
   - To return the picture to its original size, press the ↰ key.

Play a media file on a webpage

1. On a webpage, click a media file.
2. Click **Open**.

Related information

Supported audio and video file formats and extensions, 110
I cannot play a song or video on a web page, 0

Open, play, or download a file from a webpage

You can download multiple files at once. When you download a file, the Downloads screen appears so that you can check the progress of your downloads.

On a webpage, click the file that you want to open, play, or download.
   - To open or play the file, click **Open**.
   - To download the file, in the **Save** dialog box, click **Yes**.

Copying and sending web addresses

Copy an address for a web page, link, or picture

Do any of the following:
   - To copy an address for a web page, press the ⌗ key > **Copy Page Address**.
   - To copy an address for a link, pause on or highlight a link. Press the ⌗ key > **Copy Link**.
   - To copy an address for a picture, pause on or highlight a picture. Press the ⌗ key > **Copy Image Link**.

To paste the address, press the ⌗ key > **Paste**.

Send a web address, link, or picture

1. On the home screen, click the **Browser** icon.
   - To send a web address for a webpage that is in your bookmark folder or browser history, highlight a webpage.
   - To send a different web address, browse to a webpage.
   - To send a link or picture from a webpage, highlight a link or picture.
2. Press the [::] key > **Send Page Address**, **Send Link**, or **Send Image Link**.
3. Click a message type.

To return to the browser after you send the message, press the [⤺] key.

Send a link or picture from a webpage

1. On a webpage, pause on or highlight a link or picture.
2. Press the [::] key > **Send Link** or **Send Image Link**.
3. Click a message type.

To return to the browser after you send the message, press the [⤺] key.

Browser bookmarks

About bookmarks for webpages

You can bookmark webpages that you visit frequently. When you bookmark a webpage, you can set whether you want the browser to check the webpage for updates periodically. Bookmarks that have been updated since the last time you visited them appear in italic.

Bookmark a webpage

1. On a webpage, press the [::] key > **Add to Bookmarks**.
2. In the **Title** field, type a name for the bookmark.
3. In the **Folder** field, click the folder that you want the bookmark to appear in.
4. Click **Add**.

Change or delete a bookmark for a webpage

You might not be able to change or delete bookmarks added by your wireless service provider.

1. On the home screen, click the **Browser** icon.
2. Click **Bookmarks**.
3. Highlight a bookmark.
4. Press the [::] key.
   - To change a bookmark, click **Edit**. Change the bookmark. Press the [⤺] key. Click **Save**.
   - To delete a bookmark, click **Delete**.

Send a bookmark for a webpage

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the ![key] key > **Send Link**.
5. Click a message type.

To return to the browser after you send the message, press the ![key] key.

Move a bookmark for a webpage

1. On the Home screen, click the **Browser** icon.
2. Press the ![key] key > **Bookmarks**.
3. Highlight a bookmark.
4. Press the ![key] key > **Move**.
5. Click the new location.

Add, rename, or delete a bookmark folder for webpages

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Bookmarks**.
3. Highlight a bookmark folder.
4. Press the ![key] key.
   - To add a bookmark folder, click **Add Subfolder**.
   - To rename a bookmark folder, click **Rename Folder**. Type a new name for the folder. Press the ![key] key on the keyboard.
   - To delete a bookmark folder, click **Delete Folder**.

Browser options

Change your browser home page or start page

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **General** section, do one of the following:
   - To change the browser home page, in the **Home Page** field, type a web address.
   - To use your browser home page as the start page when you first open the browser, change the **Start Page** field to **Home Page**.
4. Press the ![key] key > **Save**.

Change the font size for text on webpages

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **Web Content** section, change the **Default Font Size** field.
4. Press the ![key] key > **Save**.

Change your default search engine

Your default search engine in the browser is also the default search engine that your BlackBerry smartphone uses when you search the Internet using the search icon on the Home screen.

1. On the Home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **General** section, click **Manage Search Engines**.
4. Click a search engine.

Related information

Add a search engine from a website, 133

Add a search engine from a website

You can try adding a search engine if the search engine that you want to use doesn't appear as an option when you are changing your default search engine.

On the Home screen, click the **Browser** icon.

- To add a search engine from a link on a website, browse to the website. Click the link. Click **Add**.
- To add a search engine from a website that doesn't provide a link, press the ![key] key. If **New Search Engine** appears in the menu, click **New Search Engine** > **Add**. If **New Search Engine** doesn't appear in the menu, the website doesn't support this feature.

Set the character encoding for all webpages

By default, your BlackBerry smartphone uses the optimal character encoding for a webpage.

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **Web Content** section, change the **Default text encoding** field.
4. Press the ![key] key > **Save**.

Stop loading images or playing embedded media files on webpages

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **Web Content** section, do one of the following:
    - To stop loading images on webpages, clear the **Load Images** checkbox.
    - To stop playing embedded media files on webpages, clear the **Enable Embedded Media Files** checkbox.

4. Press the ⊞ key > **Save**.

Stop blocking pop-ups on webpages

1. On the home screen, click the **Browser** icon.
2. Press the ⊞ key > **Options**.
3. In the **Web Content** section, clear the **Block Popups** checkbox.

Receive a prompt before you close the browser or stream media from the Internet

1. On the Home screen, click the **Browser** icon.
2. Press the ⊞ key > **Options**.
3. In the **General** section, below **Prompt Before**, do one of the following:
   - To receive a prompt confirming that you want to close the browser when you have multiple tabs open, select the **Closing Tabs on Exit** checkbox.
   - To receive a prompt confirming that you want to close the browser after you press the ⊃ key, select the **Closing Browser on Escape** checkbox.
   - To receive a prompt before your BlackBerry smartphone uses your wireless service provider's browser portal to stream media from the Internet, select the **Switching to Carrier Network for Streaming Media** checkbox.
4. Press the ⊞ key > **Save**.

Related information

I receive a prompt to switch networks when I stream a song or video, 0

Delete browsing information

Your BlackBerry smartphone saves some information in your browser to improve your browsing experience. You can delete password information, browser history, download history, cookies, content that has been pushed to your smartphone, and the browser cache.

1. On the Home screen, click the **Browser** icon.
2. Press the ⊞ key > **Options**.
3. In the **Privacy and Security** section, below **Clear Browsing Data**, select the checkboxes beside the types of browsing information that you want to delete.
4. Click **Clear Now**.

Turn off cookies in the browser

1. On the Home screen, click the **Browser** icon.
2. Press the ⊞ key > **Options**.
3. In the **Privacy & Security** section, clear the **Accept Cookies** check box.
4. Press the ⊞ key > **Save**.

Turn off JavaScript support

JavaScript is used on some webpages to provide interactive features, such as menus and sounds. If you do not want the browser to provide JavaScript features, you can turn off JavaScript support.

1. On the home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **Web Content** section, clear the **Enable JavaScript** checkbox.
4. Press the ![key] key > **Save**.

Turn on geolocation in the browser

If you turn on geolocation in the browser, some websites might be able to determine your approximate location.

1. On the Home screen, click the **Browser** icon.
2. Press the ![key] key > **Options**.
3. In the **Privacy & Security** section, select the **Enable Geolocation** check box.
4. Press the ![key] key > **Save**.

When you visit a website that requests your location, a dialog box appears. If you select the **Don't ask again for this website** check box, the website and the permissions that you set for it are saved in **Geolocation Permissions** in your browser options.

Browser security

About TLS

The browser is designed to use TLS or SSL to encrypt data that your BlackBerry smartphone sends or receives over the Internet through the BlackBerry Enterprise Server. Communication between your smartphone and the BlackBerry Enterprise Server is encrypted using Triple DES. Communication between the BlackBerry Enterprise Server and content servers is encrypted using SSL or TLS. To increase security, you can set up TLS for HTTP connections between your smartphone and the BlackBerry Enterprise Server and use Triple DES encryption for all other communication between your smartphone and the BlackBerry Enterprise Server.

Browser security options

If your email account uses a BlackBerry Enterprise Server, you might not be able to change your browser security options.

If you change a browser security option, other applications on your BlackBerry smartphone that access a server might be affected.

Option	Description
Permit SSL 3.0	Specify whether your browser accepts SSL connections. If you do not select this option, your browser allows only TLS connections.

Option	Description
Permit Insecure Renegotiation	Specify whether your browser accepts connections to servers that allow insecure renegotation. If you do not select this option, you might not be able to access some websites.
Encryption Strength	Specify whether your browser only accepts and sends data that is encrypted using 128-bit encryption. To accept and send only data that is encrypted using 128-bit encryption, change this field to **Strong Only**. To accept and send data that is encrypted using 128-bit encryption or 56-bit encryption, change this field to **Allow Weak**.
Digest Strength	Specify whether your browser accepts data with weak digest algorithms or accepts only data with strong digest algorithms. The stronger the digest algorithm is, the more secure your browsing experience is. To accept data with weak digest algorithms, change this field to **Allow Weak**. To accept only data with strong digest algorithms, change this field to **Strong Only**. To be prompted to accept data with weak digest algorithms, change this field to **Prompt**. Depending on the options that your administrator sets, you might not be able to change this option.
Server Exceptions	View a list of servers that have certificate problems you have accepted. To stop permitting a connection to a website with a certificate problem, highlight the server exception. Press the ⚏ key > **Delete**.

Related information
Manage browser security, 136

Manage browser security

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
3. Set the security options.
4. Press the ⚏ key > **Save**.

Related information
Browser security options, 135

Add a trusted content server

If your email account uses a BlackBerry Enterprise Server, you can add content servers to your list of trusted content servers to accelerate the authentication process when you are authenticating with a content server.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
3. In the **Proxy TLS** section, highlight the **Trusted Servers** field.
4. Press the ⚏ key > **Add Host**.

5. Type the web address for the content server.
6. Click **OK**.
7. Press the key > **Save**.

Add or change a website that is associated with a certificate

To access some websites, you might need to provide an authentication certificate. After you provide a certificate to a website, the website and the associated certificate are automatically added to the Default Client Certificates list in your TLS options. You can manually add or change a website that is associated with a certificate.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Security** > **Advanced Security Settings** > **TLS**.
   - To manually associate a website with a certificate, highlight the **Default Client Certificates** field. Press the key > **Add Host**. In the **Host Name** field, type the website name. In the **Certificate** field, select the certificate that is associated with the website. Click **OK**.
   - To change a website that is associated with a certificate, in the **Default Client Certificates** list, highlight an item. Press the key > **Edit**. Change the certificate. Click **OK**.
3. Press the key > **Save**.

Browser push

About browser push

Browser push is designed to push information from a web application to your BlackBerry smartphone as the information becomes available. For example, you can receive updates for weather reports, stock quotes, or breaking news. When your smartphone receives an update, a new browser push message might appear in the messages application or an icon on the Home screen might change to indicate that new information is available. The web application might also push updated information to your browser cache without notifying you. If information is pushed to your browser cache, the information is available on your smartphone even when your smartphone is not connected to the wireless network. Web applications that use browser push automatically push updates to your smartphone, unless you turn off browser push.

Your smartphone supports different types of browser push messages. Service loading messages and service indication messages include updated information. Other browser push messages include messages that appear in your browser cache.

Browser push options

Option	Description
Process MDS	Set whether your BlackBerry smartphone accepts browser push messages from the BlackBerry Enterprise Server or the BlackBerry Internet Service.
MDS Hosts	Set whether your smartphone accepts push messages from all BlackBerry Enterprise Server instances or BlackBerry Internet Services.
Process SMSC	Set whether your smartphone accepts push messages that are SMS-based.

Option	Description
SMSC Hosts	Set which SMSC hosts your smartphone accepts browser push messages from. To accept browser push messages from a specific SMSC host, type the phone number for the SMSC host.
Process IP	Set whether your smartphone accepts browser push messages that web applications send through a WAP gateway.
IP Hosts	Set which WAP gateways your smartphone accepts browser push messages from. To accept browser push messages from a specific IP host, type the IP address for the WAP gateway.

Turn off browser push

1. On the home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Browser Push**.
3. Clear the **Enable Push** checkbox.
4. Press the ![key] key > **Save**.

RSS feeds

For more information about using RSS feeds on your BlackBerry smartphone, on the Home screen or in a folder, click the **Social Feeds** icon. Press the ![key] key > **Help**.

About RSS feeds

You can add RSS feeds to your BlackBerry smartphone so that you receive updates on your favorite blogs and websites. You can add RSS feeds directly from a webpage or by using the Social Feeds application. With the Social Feeds application, you can stay current with your social networks and view your RSS feeds in one location.

Add an RSS feed from the browser

1. In the browser, on a webpage with an RSS feed, press the ![key] key.
2. Click **Subscribe to RSS Feed**.
3. Select the checkbox beside each feed that you want to add.
4. Click **Subscribe**.
5. Click **OK**.

Calendar

How to: Calendar

Synchronizing calendar

About synchronization and reconciliation

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry smartphone and the email application on your computer over the wireless network.

The wireless email reconciliation feature is designed to reconcile email between your smartphone and the email application on your computer over the wireless network. When you file or delete email messages on your smartphone, these email messages should be filed or deleted in the email application on your computer. Likewise, any changes that you make to email messages in the email application on your computer should be reflected on your smartphone.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information

Reconcile email over the wireless network manually, 71
Some characters in calendar entries don't appear correctly after synchronization, 0

About backing up and restoring smartphone data

If you have installed the BlackBerry Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your smartphone over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your smartphone when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the ▦ key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** checkbox.
4. Press the ▦ key > **Save**.

If you use the BlackBerry Internet Service, you must use the BlackBerry Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Calendar basics

Switch calendar views

You can view your appointments and meetings in one of four calendar views. Day view, Week view, and Month view display all your appointments and meetings for the selected time period. Agenda view displays all your scheduled appointments, meetings, and free time in a list.

1. On the Home screen, click the **Calendar** icon.
2. Press the ▦ key > **View**.

3. Click a view.

Go to a specific date in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the ⬚ key.
   - To move to a specific date, click **Go To Date**.
   - To move to the current date, click **Go To Today**.

Schedule a meeting or an appointment

To invite participants to a meeting, your work email account must use a BlackBerry Enterprise Server that supports this feature.

1. On the Home screen, click the **Calendar** icon.
2. Press the ⬚ key > **New Appointment**.
3. Type the meeting or appointment information.
   - To invite a participant to a meeting, press the ⬚ key > **Invite Attendee**. Click a participant.
4. Do one of the following:
   - To send the meeting invitation to the participants that you invited, press the ⬚ key > **Send**.
   - To save an appointment, press the ⬚ key > **Save**.

Related information
Turn off your smartphone, 213
I can't schedule appointments that span multiple days, 0
I can't set some fields when scheduling appointments, 0

Set an alarm in the calendar

You can set an alarm in the calendar to go off at scheduled days and times. Scheduling alarms in the calendar does not change your regular alarm in the Clock application. Because the alarm tone settings are shared by the alarms in the Calendar and the Clock application, changes to the alarm tone settings will affect the alarms in both applications.

1. On the Home screen, click the **Calendar** icon.
2. Press the ⬚ key > **New Alarm**.
3. Type the alarm information.
4. If you want the alarm to recur, change the **Recurrence** field.
5. Press the ⬚ key > **Save**.

Switch calendars

If your BlackBerry smartphone is associated with multiple email accounts, you might have multiple calendars on your smartphone. If you have multiple calendars on your smartphone, you can schedule and manage appointments and meetings in each calendar. For more information, contact your wireless service provider.

1. On the Home screen, click the **Calendar** icon.
2. Press the ⬚ key > **Select Calendar**.

3. Click a calendar.

Meetings

Schedule a meeting or an appointment

To invite participants to a meeting, your work email account must use a BlackBerry Enterprise Server that supports this feature.

1. On the Home screen, click the **Calendar** icon.
2. Press the ![key] key > **New Appointment**.
3. Type the meeting or appointment information.
   - To invite a participant to a meeting, press the ![key] key > **Invite Attendee**. Click a participant.
4. Do one of the following:
   - To send the meeting invitation to the participants that you invited, press the ![key] key > **Send**.
   - To save an appointment, press the ![key] key > **Save**.

Related information
Turn off your smartphone, 213
I can't schedule appointments that span multiple days, 0
I can't set some fields when scheduling appointments, 0

Delete an appointment, meeting, or alarm

1. On the Home screen, click the **Calendar** icon.
2. Highlight an appointment, meeting, or alarm.
3. Press the ![key] key > **Delete**.

Respond to a meeting invitation

1. In a meeting invitation, press the ![key] key.
2. Click **Accept**, **Tentative**, or **Decline**.
3. If you declined a delegated meeting invitation, do one of the following:
   - To decline the meeting, click **Decline**.
   - To delegate the meeting back to the sender so that the sender can re-delegate it, click **Delegate**.
4. Do one of the following:
   - To send the response without adding comments, click **Send Response**.
   - To add a comment to your response, click **Add Comments**. Type a comment. Press the ![key] key > **Send**.

Note: If you delete a meeting invitation from the Messages application before you accept or decline it, the meeting is deleted from the email application on your computer.

View your calendar when responding to a meeting

In a meeting invitation, press the ![key] key > **View Calendar**.

To return to the meeting invitation, press the ⤺ key.

Check availability of meeting participants

To perform this task, your work email account must use a BlackBerry® Enterprise Server that supports this feature. For more information, contact your administrator.

You can only check availability of meeting participants in your organization.

In a meeting or meeting invitation, below the list of meeting participants, click **View Availability**.
- If you are the meeting organizer, to select the next time that all meeting participants are available, click **Next Available Time**.
- To view a list of the statuses that are associated with the colored bars on the screen (for example, busy or tentative), press the ⌗ key > **Show Legend**.

Change the list of participants for a meeting

To perform this task, you must be the meeting organizer.

1. In a meeting, in the **Accepted** or **Declined** field, highlight a contact.
2. Press the ⌗ key.
3. Click **Invite Attendee**, **Change Attendee**, or **Remove Attendee**.
4. Press the ⌗ key > **Save**.

Forward a meeting invitation

To perform this task, your email account must be associated with the BlackBerry Internet Service or a BlackBerry Enterprise Server that supports this feature. For more information, contact your wireless service provider or administrator.

If you do not have the option to forward a meeting invitation, you might be able to delegate a meeting invitation instead.

In a meeting or a meeting invitation, press the ⌗ key > **Forward**.

Note: If you forward a meeting invitation on behalf of the meeting organizer, only the meeting organizer receives the recipient's response.

Delegate a meeting invitation

To perform this task, you must be using IBM Lotus Notes and your email account must be associated with a BlackBerry Enterprise Server that supports this feature.

If you do not have the option to delegate a meeting invitation, you might be able to forward meeting invitations instead. You might not have the option to delegate a meeting invitation if the meeting organizer has turned off meeting delegation.

1. In a meeting invitation, press the ⌗ key > **Delegate**.
2. Click a contact.
   - To send the response without adding comments, click **Send Response**.

- To add a comment to your response, click **Add Comments**. Type a comment. Press the ![key] key > **Send**.

Send an email to all meeting participants

In a meeting, meeting invitation, or meeting response, press the ![key] key > **Email All Attendees**.

Calendar options

Change how the calendar is displayed

1. On the Home screen, click the **Calendar** icon.
2. Press the ![key] key > **Options** > **Calendar Display and Actions**.
   - To change the default view, change the **Initial View** field.
   - To change the start and end time for days, change the **Start Of Day** field and **End Of Day** fields.
   - To change the day that displays as the first day of the week in Week view, change the **First Day Of Week** field.
   - To hide free time in Agenda view, clear the **Show Free Time in Agenda View** check box.
3. Press the ![key] key > **Save**.

Change options for reminders

1. On the Home screen, click the **Calendar** icon.
2. Press the ![key] key > **Options** > **Calendar Display and Actions**.
   - To change the snooze time for reminders, change the **Snooze** field.
   - To change the default reminder time for calendar entries, change the **Default Reminder** field.
3. Press the ![key] key > **Save**.

Related information

Change options for multiple calendars

1. On the Home screen, click the **Calendar** icon.
2. Press the ![key] key > **Options**.
3. Click a calendar.
   - To change the color that is used for appointments from the calendar, change the **Appointment Color** field.
   - To set whether the calendar reminds you of appointments, select or clear the **Display Reminders** check box.
4. Press the ![key] key > **Save**.

Change the default calendar

Changing the default calendar changes the email address that meeting invites are sent from.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.

3. Change the **Calendar (CICAL)** field.
4. Press the ⌗ key > **Save**.

Change how long your smartphone stores calendar entries

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌗ key > **Options** > **Calendar Display and Actions**.
3. Change the **Keep Appointments** field.
4. Press the ⌗ key > **Save**.

Your BlackBerry smartphone deletes calendar entries that are older than the number of days that you set.

Show tasks in the calendar

1. On the Home screen, click the **Calendar** icon.
2. Press the ⌗ key > **Options** > **Calendar Display and Actions**.
3. Select the **Show Tasks** check box.
4. Press the ⌗ key > **Save**.

Conference call meetings

About conference calls

You can create two types of conference calls with your BlackBerry smartphone. If your organization or a conferencing service has provided you with a conference call bridge number, you can create conference call meetings in the calendar on your smartphone or computer. Conference call meetings allow participants who have a BlackBerry smartphone to enter the conference call meeting with a one-touch Join Now option, if this feature is supported on their smartphone, so that they don't have to dial the conference call bridge number and access codes. If you don't have a conference call bridge number, you can create a conference call by calling other contacts and joining the calls together.

Related information

Create a conference call meeting from your smartphone

To perform this task, you must be the meeting organizer. If you are not the meeting organizer, you can create a conference call meeting on behalf of another person from your computer.

1. In a meeting, select the **Conference call** checkbox.
2. Type the information for the conference call.
3. Press the ⌗ key > **Save**.

Create a conference call meeting from your computer

To perform this task, you must be the meeting organizer or be creating the meeting on behalf of the meeting organizer. For information about creating meetings on behalf of another person, see the documentation for the email application on your computer.

You can create a conference call meeting from your computer that your BlackBerry smartphone recognizes. When the conference call meeting starts, participants who have a BlackBerry smartphone can enter the conference call meeting with the Join Now option, if their smartphone supports this feature.

1. In the meeting notes, or in the meeting location field, type **CCP:** and the participant conference call bridge number. Do not include spaces.
2. Type a lowercase **x**. Do not include spaces before or after the x.
3. Type the participant access code. Type a space after the participant access code.
4. Type **CCM:** and the moderator conference call bridge number. Do not include spaces.
5. Type a lowercase **x**. Do not include spaces before or after the x.
6. Type the moderator access code. Type a space after the moderator access code.

Example
If the participant and moderator conference call bridge number is 1-800-555-5555, the moderator access code is 55555#, and the participant access code is 55551#, type **CCP:18005555555x55555# CCM:18005555555x55551#**, followed by a space.

Enter a conference call meeting

Do one of the following:
- In a meeting notification, click **Join Now**.
- In the calendar, highlight the meeting. Press the ⚏ key > **Join Now**.

Related information
I can't enter a conference call with the Join Now option, 0

Save your conference call information

You can save your conference call information so that it is added to the conference call fields automatically when you create a conference call meeting from your BlackBerry smartphone.

1. On the Home screen, click the **Calendar** icon.
2. Press the ⚏ key > **Options** > **Conference Calling**.
3. Type your conference call information.
4. Press the ⚏ key > **Save**.

Contacts

How to: Contacts

Contact basics

Add a contact

Do one of the following:
- To add a contact using the Contacts application, on the Home screen, click the **Contacts** icon. At the top of the screen, click **New Contact**. Type the contact information. Press the ![key] key > **Save**.
- To add a contact from a message, call log, or webpage, highlight the contact name, number, or email address. Press the ![key] key > **Add to Contacts** > **Create New Contact**. If necessary, add contact information. Press the ![key] key > **Save**.

Create a custom contact field

Custom contact fields can store information that you want to remember about a contact, for example, you might want to add a custom contact field named Sports team or Favorite color. If you create a custom field for a contact, the field appears for all your contacts.

1. When you are adding or changing a contact, in the **Custom Fields** section, click **Add Custom Field**.
2. Click a field.
3. To change the name of the field, place the cursor in the field. Press the ![key] key > **Change Field Name**.
4. Type a name for the field. Press the ![key] key on the keyboard.
5. Type the information that you want to add to the custom field.
6. Press the ![key] key > **Save**.

You can synchronize contact fields that you customize on your BlackBerry smartphone with the email application on your computer. For more information about synchronizing contact fields, see the Help in the BlackBerry Desktop Software.

Add a pause or a wait to a phone number

Use a pause or a wait to separate additional numbers, for example a password or extension, from a main phone number. After dialing the main phone number, your BlackBerry smartphone either pauses before dialing the additional numbers (pause) or prompts you to type them (wait).

1. After you type the main part of a phone number in a phone number field, press the ![key] key.
2. Click **Add Pause** or **Add Wait**.
3. Type the additional numbers.
4. Press the ![key] key > **Save**.

Change or delete a contact

Do one of the following:

- To change a contact, on the Home screen, click the **Contacts** icon. Highlight a contact. Press the [:::] key > **Edit**. Change the contact information. Press the [:::] key > **Save**.
- To change a contact using information on your BlackBerry smartphone, such as information in an email or a calendar entry, highlight the information you want to add to a contact. Press the [:::] key > **Add to Contacts** > **Add to Existing Contact**. Click a contact. If necessary, add contact information. Press the [:::] key > **Save**.
- To delete a contact, on the Home screen, click the **Contacts** icon. Highlight a contact. Press the [:::] key > **Delete**.

Search for a contact

You can search for contacts in your contact list or, if your email account uses a BlackBerry Enterprise Server, you might also be able to search for contacts in your organization's contact list.

1. On the home screen, click the **Contacts** icon.
   - To search for a contact in your contact list, type all or part of a contact's name.
   - To search for a contact in your organization's contact list, click **Remote Lookup**. Type all or part of a contact's name. Click **OK**.
2. Highlight a contact.
3. Press the [:::] key.
   - To view information for a contact, click **View**.
   - To add a contact from your organization's contact list to your contact list, click **Add to Contacts**.
   - To add all of the contacts from your organization's contact list to your contact list, click **Add All to Contacts**.
   - To view the next 20 matches in your organization's contact list, click **Get More Results**.
   - To narrow search results when a contact's name has multiple matches, highlight a contact's name. Click **Resolve**.
   - To delete the search results after you have searched your organization's contact list, click **Delete Lookup**.
   - To start a new search when you are searching your organization's contact list, click **Lookup**.

Related information

Change how contact names appear in Remote Lookup results, 154

Attach a contact card to a message

You can attach a contact card to an email, a PIN message, or a text message.

1. When you are composing a message, press the [:::] key > **Attach** > **Contact**.
2. Find and highlight a contact.
3. Press the [:::] key > **Continue**.

Related information

I can't attach a file to a text message, 0

Send contact cards using Bluetooth technology

Contact cards sent using Bluetooth technology are automatically saved in the contact list of the receiving smartphone.

1. On the home screen, click the **Contacts** icon.
2. Click a contact.
3. Press the ☰ key > **Send Contact Card** > **Send Using Bluetooth**.

Add a contact picture for caller ID

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the ☰ key > **Edit**.
4. Press the ☰ key > **Add Picture**.
5. Find, highlight, and click a picture.
6. If necessary, move the crop box to the portion of the picture that you want to use.
7. Press the ☰ key > **Crop & Save**.
8. Press the ☰ key > **Save**.

Related information

My contact pictures keep changing, 0

Change or delete a contact picture

1. On the Home screen, click the **Contacts** icon.
2. Highlight a contact.
3. Press the ☰ key > **Edit**.
4. Highlight the contact picture.
   - To change the contact picture, press the ☰ key > **Replace Picture**. Highlight a picture. Press the ☰ key > **Select Picture**.
   - To delete the contact picture, press the ☰ > **Delete Picture**.
5. Press the ☰ key > **Save**.

Related information

My contact pictures keep changing, 0

About categories

You can create categories to group your contacts, tasks, and memos. You can also narrow the contacts, tasks, and memos that appear based on categories.

Category names are not case sensitive. More than one category can apply to a contact, task, or memo. If you use IBM Lotus Notes, you can apply more than one category to a task on your BlackBerry smartphone, but only one category synchronizes with the task in Lotus Notes.

Categories are shared between the contact list, the task list, and the memo list and changes that you make in one application are made in all applications.

Categorize a contact, task, or memo

1. When you are creating or changing a contact, task, or memo, press the ▦ key > **Categories**.
2. Select the check box beside a category.
3. Press the ▦ key > **Save**.

To remove a category from a contact, task, or memo, clear the check box beside the category.

Create a category for contacts, tasks, or memos

You can create categories to organize items in the Contacts application, Tasks application, and MemoPad.
1. On the Home screen or in the **Applications** folder, click the **Contacts** icon, **Tasks** icon, or **MemoPad** icon.
2. Press the ▦ key > **Filter**.
3. Press the ▦ key > **New**.
4. Type a name for the category.
5. Press the ⏎ key on the keyboard.

To delete a category, highlight the category. Press the ▦ key > **Delete**.

Synchronizing contacts

About synchronization and reconciliation

The wireless data synchronization feature is designed to synchronize organizer data (contacts, calendar entries, tasks, and memos) between your BlackBerry smartphone and the email application on your computer over the wireless network.

The wireless email reconciliation feature is designed to reconcile email between your smartphone and the email application on your computer over the wireless network. When you file or delete email messages on your smartphone, these email messages should be filed or deleted in the email application on your computer. Likewise, any changes that you make to email messages in the email application on your computer should be reflected on your smartphone.

In rare cases, if your smartphone doesn't recognize fields in a contact, calendar entry, or email account, some data or email can't be synchronized or reconciled.

If wireless data synchronization isn't available on your smartphone or if you turned off this feature, you can use the BlackBerry Desktop Software to synchronize your organizer data. For more information, see the Help in the BlackBerry Desktop Software.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Related information
Reconcile email over the wireless network manually, 71
Some characters in calendar entries don't appear correctly after synchronization, 0

Synchronize organizer data over the wireless network

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

1. In the Contacts application, Calendar application, Tasks application, or MemoPad, press the ![key] key > **Options**.
2. If necessary, click a calendar or contact list.
3. Select the **Wireless Synchronization** checkbox.
4. Press the ![key] key > **Save**.

If you use the BlackBerry Internet Service, you must use the BlackBerry Desktop Software to synchronize calendar data. For more information, see the Help in the BlackBerry Desktop Software.

About backing up and restoring smartphone data

If you have installed the BlackBerry Desktop Software on your computer, you can back up and restore most of your BlackBerry smartphone data, including messages, organizer data, fonts, saved searches, and browser bookmarks using the BlackBerry Desktop Software. For more information, see the Help in the BlackBerry Desktop Software.

If you haven't saved anything on your media card, you can back up and restore most of your smartphone data using your media card.

If your email account uses a BlackBerry Enterprise Server, you might be able to restore synchronized organizer data to your smartphone over the wireless network. To restore synchronized organizer data over the wireless network, you must have an activation password. For more information, contact your administrator.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

About synchronization conflicts

A synchronization conflict occurs when you change the same email or organizer data item on your BlackBerry smartphone and in the email application on your computer.

If you reconcile your email using wireless email reconciliation, on your smartphone, you can set whether the email on your smartphone or the email on your computer takes precedence when an email reconciliation conflict occurs.

If you synchronize your organizer data using wireless data synchronization, the organizer data on your computer takes precedence over the organizer data on your smartphone when a data synchronization conflict occurs.

Research In Motion recommends that you regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover smartphone data if your smartphone is lost, stolen, or corrupted by an unforeseen issue.

Manage data synchronization conflicts

You can change how conflicts that occur during organizer data synchronization are resolved by turning off wireless data synchronization, changing conflict resolution options, and synchronizing organizer data using the synchronization tool of the BlackBerry Desktop Software. For more information about managing conflicts that occur during organizer data synchronization, see the Help in the BlackBerry Desktop Software.

Personal distribution lists

Create a personal distribution list

You can use personal distribution lists when you send email messages, PIN messages, or text messages. Personal distribution lists that you create on your BlackBerry smartphone do not appear in the email application on your computer.

1. On the Home screen, click the **Contacts** icon.
2. Press the ![key] key > **New Group**.
3. Type a name for the personal distribution list.
4. Press the ![key] key > **Add Member**.
5. Click a contact.
6. To add another contact, repeat steps 4 to 5.
7. Press the ![key] key > **Save Group**.

Change or delete a personal distribution list

1. On the Home screen, click the **Contacts** icon.
2. Highlight a personal distribution list.
3. Press the ![key] key.
   - To change a personal distribution list, click **Edit Group**. Click a contact. Click **Add Member**, **Change Member**, or **Delete Member**. Press the ![key] key > **Save Group**.
   - To delete a personal distribution list, click **Delete Group** > **Delete**.

Note: When you delete a contact from a personal distribution list, the contact remains in your contact list.

Multiple contact lists

About multiple contact lists

If your BlackBerry smartphone is associated with multiple email accounts, you might have contacts from each email account on your smartphone. For example, if your smartphone is associated with a work email account and a personal email account, you might be able to view your work contact list and your personal contact list on your smartphone. For more information, contact your wireless service provider.

View a different contact list

1. On the Home screen, click the **Contacts** icon.
2. Press the ![key] key > **Select Contacts**.
3. Click a contact list.

Change the default contact list

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Device** > **Advanced System Settings** > **Default Services**.
3. Change the **Contact List (SYNC)** field.
4. Press the ![key] key > **Save**.

Contact list options

Turn off the prompt that appears before you delete items

You can turn off the prompt that appears before you delete messages, call logs, contacts, calendar entries, tasks, memos, or passwords.

1. On the Home screen, click the application icon for an application that prompts you before you delete items.
2. Press the ![key] key > **Options**.
3. If necessary, click **General Options**.
4. Clear the **Confirm Delete** checkbox.
5. Press the ![key] key > **Save**.

Change the display options for contacts

You can change how your contacts appear in all applications, including the phone, message list, contact list, and calendar.

1. On the Home screen or in a folder, click the **Options** icon.
2. Click **Typing and Input** > **Language**.
3. Change the **Global Name Display** field.
4. Press the ![key] key > **Save**.

View the number of contacts stored on your smartphone

1. On the Home screen, click the **Contacts** icon.
2. Press the ![key] key > **Options**.
3. Click a contact list.

The Number of Entries field displays the number of contacts that are stored in the contact list.

Sort contacts or tasks

1. On the Home screen or in the **Applications** folder, click the **Contacts** icon or **Tasks** icon.

2. Press the ⬛ key > **Options**.
3. If necessary, click **General Options**.
4. Change the **Sort By** field.
5. Press the ⬛ key > **Save**.

Change how contact names appear in Remote Lookup results

By default, when you search for a contact in your organization's contact list, the contact's display name will appear in the search results. You can choose to display a contact's first and last names instead.

1. On the home screen, click the **Contacts** icon.
2. Press the ⬛ key > **Options**.
3. Click **Contact Display and Actions**.
4. Clear the **Show Display Name** checkbox.
5. Press the ⬛ key > **Save**.

Clock

How to: Clock

Set the date and time

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Set Time**.
   - To get the date and time from the wireless network automatically, change the **Update Time** field to **Automatic**. Note that you must be connected to the wireless network.
   - To set the date and time manually, change the **Update Time** field to **Manual**. Click the **Set Time** or **Set Date** field. Change the time or date. Click **OK**.
3. Do any of the following:
   - To receive a prompt when your BlackBerry smartphone detects a new time zone, change the **Auto Update Time Zone** field to **Prompt**.
   - To have your smartphone update the time zone automatically when it detects a new time zone, change the **Auto Update Time Zone** field to **On**.
4. Press the ⬛ key > **Save**.

Related information
The time on my smartphone isn't correct, 0

Display a second time zone on the clock

You can show two times zones on the clock. For example, if you travel to a different time zone, you can display the time in your current location and the time in your home time zone.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Options**.
3. Change the **Home Time Zone** field.
4. Press the ⬛ key > **Save**.

Related information
The time on my smartphone isn't correct, 0

Change the clock face

You can set a different clock face for the clock, stopwatch and timer.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Options**.
3. Change the **Clock Face** field, **Stopwatch Face** field or **Timer Face** field.

4. Press the key key > **Save**.

Change what appears on the screen when your smartphone is charging

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key key > **Options**.
3. Change the **When Charging** field.
4. Press the key key > **Save**.

Turn on the alarm

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key key > **Set Alarm**.
3. On the trackpad, slide your finger up or down to highlight **On** or **Weekdays**.
4. Click the trackpad.

At the top of the Home screen, a clock indicator appears.

To set additional alarms or to set alarms for certain days of the week, you can schedule alarms through the Calendar application.

Related information
Turn off your smartphone, 213
Set an alarm in the calendar, 141

Silence the alarm

- If snooze is not turned on, click **Dismiss**.
- If snooze is turned on, click **Snooze**.

Change alarm notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key key > **Options**.
3. In the **Alarm** section, change the **Alarm Tone** field, **Volume** field, **Snooze Time** field, and **Vibration** field.
4. Press the key key > **Save**.

Set options for bedside clock mode

You can set which sounds or notifications are turned off when bedside clock mode is on.

1. On the home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the key key > **Options**.
3. In the **Bedside Mode** section, do any of the following:
   - To turn off the flashing LED notification, select the **Disable LED** checkbox.

- To turn off the connection to the wireless network, so that your BlackBerry smartphone doesn't receive phone calls or messages, select the **Disable Radio** checkbox.
- To dim the screen, select the **Dim Screen** checkbox.
- To use a different sound profile, change the **Sound Profile** field.

4. Press the ⬛ key > **Save**.

Turn on bedside clock mode

You can set options for bedside clock mode so that you can view the clock without being interrupted by incoming calls or messages.

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Enter Bedside Mode**.

To turn off bedside clock mode, press the ⬛ key.

Use the stopwatch

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Stopwatch**.
3. Click the **start/stop** icon.
   - To record lap times, click the **lap** icon.
   - To stop timing, click the **start/stop** icon again.
   - To send the results in a message, press the ⬛ key > **Send Results**. Click a message type.

Use the timer

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Timer**.
3. Press the ⬛ key > **Set Timer**.
4. Set the time.
5. Click **OK**.
   - To start or stop the timer, click the **start/stop** icon.
   - To reset the timer, click the **reset** icon.

The timer continues to count down after you exit the Clock application.

Change timer notification options

1. On the Home screen or in the **Applications** folder, click the **Clock** icon.
2. Press the ⬛ key > **Options**.
3. In the **Countdown Timer** section, change the **Timer Tone**, **Volume**, or **Vibration** fields.
4. Press the ⬛ key > **Save**.